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BEST

BASE ENGINEERING SUPPORT, TECHNICAL

EMERGENCY/SERVICE MODULE

USERS MANUAL

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WRITTEN FOR MICROCOMPUTERS, USING MICROFOCUS™ COBOL AND BTRIEVE

VERSION 1.0

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The Emergency/Service (E/S) Module Users Manual describes the special operating constraints, capabilities, and the rules for use of the Emergency/Service system from the operator's viewpoint.

Emergency work usually requires immediate attention in order to prevent loss or damage to government property, or is needed to restore essential services and/or eliminate hazards. Service work is generally minor in scope and can be accomplished in 16 hours or less. Based upon input from the E/S work reception desk, the system prints out work orders for the performing shop.

The E/S Module supports all efforts associated with managing an E/S operation. It provides rapid work request processing and data retrieval ability, performs statistical analysis on E/S work orders, facilitates the use of Engineered Performance Standards (EPS), and generates E/S management analysis reports on demand.

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EMERGENCY/SERVICE MODULE

USERS MANUAL

WRITTEN FOR MICROCOMPUTERS, USING

MICROFOCUS™, COBOL, AND

BTRIEVE™

VERSION 1.0

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PREFACE

The Emergency/Service (E/S) Module is designed for the Public Works Departments receiving the Base Engineering Support, Technical (BEST) System.

The E/S Module supports all efforts associated with managing an E/S operation. It provides work request processing and data retrieval ability, performs statistical analysis on E/S work orders, facilitates the use of Engineered Performance Standards (EPS), and generates E/S management analysis reports on demand.

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FOREWORD

Each program of the Base Engineering Support, Technical (BEST) is designed to meet a specific functional need. This documentation outlines operating behavior, data entry, processing logic, and the reports which can be extracted for use by all levels of management.

The Emergency/Service Module Users Manual describes the special operating constraints and capabilities, and the rules for the use of the emergency/service system are explained from the operator's viewpoint.

The Emergency/Service Module Program Maintenance Manual lists all available data fields and specific details about each one.

The Emergency/Service System Notes Manual provides the philosophy of the microcomputer concept and shows installation and system considerations.

Suggestions for improvements to the BEST Emergency/Service Module may be addressed to the Commanding Officer, Code 1523, Civil Engineer Support Office, Naval Construction Battalion Center, Port Hueneme, California 93043-5000.

CHAPTER 1. STARTING

1.1 LOGGING ON. As of Release 1.Ø of the Emergency/Service (E/S) Module, a user ID or password is not in use. The user merely enters the word "EMPGØ1" and presses <Return> at the DOS prompt to invoke the E/S User module menu or enters "EMPGØ2" and presses <Return> to invoke the Support module menu. Consult the Emergency/Service System Notes Manual for more detail.

1.2 SCREEN NUMBER TO INDICATE SUBMODULE. All screens are uniquely numbered to help the operator learn the E/S module. The screen number will indicate in which part of the module the operator is, according to the table below.

1ØØ's	E/S Main Menu; Support Functions
2ØØ's	Active Directory
3ØØ's	History Directory
5ØØ's - 8ØØ's	Report Generator

1.3 FUNCTION KEY CONVENTIONS. All function key usages are explained in the lines at the bottom of each screen and in the instructions for each module. If the key description begins with "F," simply press the function key. If the description begins with "SF," first press the SHIFT key and while holding it down, press the function key as above.

1.4 EMERGENCY/SERVICE FUNCTION KEYS. These function keys will be used throughout the module.

ACTIVE, HISTORY, and TRANSFER

F1: Work number search
F2: First record, first page
F3: Next record, next page
F4: Previous record, previous page
F5: Add
F6: Modify
F7: Delete
F8: First page of chit, building search
F9: Next page of chit, customer search, local standards
F1Ø: Previous page of chit, display work order
F11: Print chit, print directory
SF7: Work order directory, work code search
SF8: Building directory, noun search
SF9: Customer directory
SF9: Return to menu, exit without processing
SF1Ø: Return to main menu
ENTER: Continue processing

REPORT GENERATOR

F1: Find report
F2: First page
F3: Next page
F4: Previous page
F5: Add
F6: Modify
F7: Delete
F8: Temporary report
F9: Generate report, report summary
F1Ø: Print report/summary
SF8: Help
SF9: Return to menu, exit without processing
SF1Ø: Return to main menu
ENTER: Continue processing

SUPPORT FUNCTIONS

F1: Search for customer, search for work code
F2: First record
F3: Next record
F4: Previous record
F5: Add
F6: Modify
F7: Delete
F1Ø: Print customer report, local standards
SF9: Return to menu, exit without processing
ENTER: Continue processing

CHAPTER 2. ACTIVE WORK ORDER DIRECTORY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***                    100
                          ***  MAIN MENU  ***                    RELEASE 1.0

*****************************************************************************
*                                                                           *
*                                                                           *
*                  F1  = ACTIVE WORK ORDERS                                 *
*                                                                           *
*                  F2  = HISTORY WORK ORDERS                                *
*                                                                           *
*                  F3  = TRANSFER ACTIVE WORK ORDERS TO HISTORY WORK ORDERS *
*                                                                           *
*                  F4  = REPORT GENERATOR MENU                              *
*                                                                           *
*                  SF9 = END PROCESSING                                     *
*                                                                           *
*****************************************************************************
```

2.1 ENTER THE E/S MAIN MENU. This screen is the entryway into the Emergency/Service Module. The operator can choose to access the Active or History Work Orders, transfer Active Work Orders to History Work Orders, evoke the Report Generator, or end processing by pressing the corresponding F-Key.

- Press F1 to access Active Work Orders which are discussed in this chapter.
- Press F2 to access History Work Orders which are discussed in Chapter 4.
- Press F3 to bring up the screen that allows you to purge work orders in the Active File to history. See paragraph 4.5.
- Press F4 to evoke the Report Generator which is discussed in Chapter 5.
- Press SF9 to exit out of E/S.

We will press F1 for Active Work Orders.

2.2 ACTIVE WORK ORDER DISPLAY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 200
WO NUMBER: 53825      ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME       CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
KANBY                    A                 1184             LAUNDRY RM       1
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
4444                                                     6N8008           01
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
INSTALL                  DEEP                    SINK
-------------------------------------------------------------------------------
SPECIAL        B-1184 2ND DECK LAUNDRY ROOM
INSTRUCTIONS   INSTALL DEEP SINK.
               POC:  BU1 KANBY X4444
-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 03 31                             0915              BETTY REYNOLDS
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____
SF7=WO DIRECTORY: _____  SF5=BLDG DIRECTORY:__________ SF6=CUST DIRECTORY: ____
F2=1ST REC  F3=NEXT REC  F4=PREV REC  F5=ADD         F6=MODIFY        F7=DELETE
SF2=1ST PG  SF3=NEXT PG  SF4=PREV PG  F10=PRINT CHIT         SF9=RETURN TO MENU
```

The Active Work Order Display (200) is accessed by pressing F1 on the E/S Main Menu (100).

- Press F1 to display the work order entered.
  - If a work order number is entered that matches one in the file, that work order will be displayed on the screen.
  - If a work order number is entered that doesn't match one in the file and it is less than the last entry, the next sequential work order will be displayed.
  - If the work order number entered is greater than any in the file, the screen display will not change and the message "WORK ORDER NOT FOUND" will flash in the lower right corner of the screen.
  - If no work order number is entered, the work order with the lowest number will be displayed.
- Press SF7 to display the Work Order Directory in work order number sequence starting with the number entered. See Work Order Number Search function in Chapter 3.

- Press SF5 to display the Work Order Directory in building number sequence starting with the number entered. See Building Search function in Chapter 3.

- Press SF6 to display the Work Order Directory in customer code sequence, starting with the code entered. See Customer Search function in Chapter 3.

- Press F2 to display the first record in the file.

- Press F3 to display the next numerically sequential work order.

- Press F4 to display the previous record on the file.

- Press F5 to add a work order.

- Press F6 to modify the work order being displayed.

- Press F7 to delete the work order being displayed.

- Press SF2 to display the first page of the work order being displayed.

- Press SF3 to display the next page of the work order being displayed.

- Press SF4 to display the previous page of the work order being displayed.

- Press F1Ø to print the work order chit.

- Press SF9 to return to the E/S Main Menu.

We will press SF3 to display page 2 of the work order.

2.2.1 ACTIVE WORK ORDER DISPLAY, PAGE 2

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 205
WO NUMBER: 53825      ***  SERVICE WORK AUTHORIZATION   ***              PAGE 2
-------------------------------------------------------------------------------
SHOP            860401 DEEP SINK ORDERED
COMMENTS        SINK REC'D 860411        INSTALLED 1 EACH DEEP SINK WITH
                NEW SET OF "P" TRAP.
-------------------------------------------------------------------------------
DATE STARTED            DATE COMPLETED            STATUS              DELAY CODE
  86 04 01                86 04 15               COMPLETED                *
-------------------------------------------------------------------------------
PRIMARY WC/C  STD   PRIMARY  SECOND WC/C  STD   SECOND  THIRD WC/C  STD   THIRD
 ASSIGNED    HOURS  WCODE      ASSIGNED   HOURS  WCODE  ASSIGNED   HOURS  WCODE
   55P        0.0               05P       0.0                      0.0
-------------------------------------------------------------------------------
PRIMARY WC/C   ACTUAL       SECOND WC/C    ACTUAL        THIRD WC/C    ACTUAL
PERFORMING     HOURS        PERFORMING     HOURS         PERFORMING    HOURS
   55P          0.0             05P        0.0                          0.0
-------------------------------------------------------------------------------
TOTAL COST:  $    0                                     CRAFTSMAN:  ANA
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____
SF7=WO DIRECTORY: _____ SF5=BLDG DIRECTORY:__________  SF6=CUST DIRECTORY: ____
F2=1ST REC    F3=NEXT REC    F4=PREV REC    F5=ADD      F6=MODIFY     F7=DELETE
SF2=1ST PG    SF3=NEXT PG    SF4=PREV PG    F10=PRINT CHIT   SF9=RETURN TO MENU
```

Page 2 of the Active Work Order Display is accessed by pressing SF3 on the Active Work Order Display Screen (200). The function keys are identical to those on page 1 of the display.

We will press SF3 to display page 3 of the work order.

2.2.2 ACTIVE WORK ORDER DISPLAY, PAGE 3

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 210
WO NUMBER:  53825     ***  SERVICE WORK AUTHORIZATION  ***              PAGE 3

                 ***  MATERIAL REQUIRED - DETAILED LINE ITEMS ***
-------------------------------------------------------------------------------
MANUFACTURER              MODEL    CATALOG   PAGE  SERIAL    VENDOR  RECEIVED BY
-------------------------------------------------------------------------------
POURON                     23A        12      14   998765     L&P
-------------------------------------------------------------------------------
                 ***  MATERIAL REQUIRED - GENERIC LINE ITEMS ***
-------------------------------------------------------------------------------
MATERIAL DESCRIPTION                         QUANTITY   UNITS    PART NUMBER
-------------------------------------------------------------------------------
SINK,DEEP                                    00000001    EA      68B

-------------------------------------------------------------------------------

F1=WO NUM SEARCH: _____
SF7=WO DIRECTORY: _____ SF5=BLDG DIRECTORY:__________  SF6=CUST DIRECTORY: ____
F2=1ST REC    F3=NEXT REC    F4=PREV REC    F5=ADD      F6=MODIFY     F7=DELETE
SF2=1ST PG    SF3=NEXT PG    SF4=PREV PG    F10=PRINT CHIT   SF9=RETURN TO MENU
```

Page 3 of the Active Work Order Display is accessed by pressing SF3 on page 2 of the Active Work Order Display (205). The function keys are identical to those on page 1 of the display.

We will press F5 to add a new work order.

2.3 ADD WORK ORDER

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***                ADD 215
WO NUMBER:  5778Ø                                                          PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME          CUSTOMER CODE   BUILDING NUMBER   WORK LOCATION     ZONE
--------------------       ----           ----------       ----------       -
-------------------------------------------------------------------------------
PHONE NUMBER      EQUIPMENT NUM.    INVENTORY CODE   JOB ORDER NUMBER   LC CODE
-------------     -------------          ---          --------------      --
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
--------------------    ------------------     --------------------
-------------------------------------------------------------------------------
SPECIAL        ------------------------------------------------------------
INSTRUCTIONS   ------------------------------------------------------------
               ------------------------------------------------------------
               ------------------------------------------------------------
-------------------------------------------------------------------------------
DATE RECEIVED                   TIME                     WORK RECEPTIONIST
  86 Ø5 Ø1                      Ø8Ø2                     JANE SMITH_______
-------------------------------------------------------------------------------

ENTER=CONTINUE ADD                                   SF9=EXIT WITHOUT ADDING
```

The Add Work Order Screen (215) is accessed by pressing F5 on the Active Work Order Display Screen.

This screen is the first step in adding a work order.

- o The work order number is system-generated and is nonmodifiable.
- o The customer code can be left blank, but if entered, it must be a valid entry in the Customer Code Table which is discussed in Chapter 6.
- o The Travel Zone (Zone) is a required field and is highlighted on the screen. Valid entries are numbers 1 through 9.
- o The Labor Class Code (LC Code) is a required field . Valid entries are Ø1 for service calls and Ø2 for emergency calls.
- o If a noun is entered in the Description of Work field, the NAVFAC P-7Ø5 EPS Emergency/Service Handbook (Tri-Services) (1984) will be displayed following the last entry. The P-7Ø5 is discussed starting on page 2-8.
    - o If the Noun field is left blank, page 2 of the chit will be displayed when ENTER is pressed at the end of the screen.

- The date received, time received, and work receptionist fields will be system-generated.

- Press ENTER to continue adding the work order.

- Press SF9 to exit without adding the work order. The message "WORK ORDER NOT ADDED" will flash in the lower right corner of the screen. Because the record on the Display Screen has not been added, the Modify (F6) and Delete (F7) functions will not appear on the bottom of the Display Screen. These functions will reappear when you display another work order. The unused work order number will be reused for the next add.

  We will press ENTER to continue the add process. Under the assumption we have entered the noun "DOOR CLOSER", pressing ENTER will bring up a P-7Ø5 Display Screen. See paragraph 2.3.1.

2.3.1 NAVY TIME STANDARDS DISPLAY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 27Ø
WO NOUN:  DOOR CLOSER        ***  NAVY TIME STDS  ***              NOUN SEQUENCE
W/CODE                 DESCRIPTION                     HOURS BY ZONE:  1-4   5-9
-----------------------------------------------------------------------------------
DOOR CLOSER
  1Ø83, DOOR, CLOSER - ADJUST HYDRAULIC DOOR CLOSER                     .8   1.Ø
  1Ø84, DOOR, CLOSER - INSTALL HYDRAULIC DOOR CLOSER                    .9   1.Ø
  1Ø86, DOOR, CLOSER - REPAIR CLOSER ON WOODEN DOOR                     .5    .7
  1Ø85  DOOR, CLOSER - REPLACE HYDRAULIC DOOR CLOSER                   1.Ø   1.1
  1Ø87  DOOR, CLOSER - RESECURE CLOSER BY REPLACING SCREWS              .6    .7
DOOR KNOB
  1112  DOOR, KNOB - REPAIR                                             .6    .7
DOOR LOCK
  3Ø85  DOOR, METAL - REPAIR LOCK                                       .8   1.Ø
  3Ø83  LOCKSMITH - INSTALL LOCK IN METAL DOOR                         1.6   1.8
  3Ø88  LOCKSMITH - OPEN/UNLOCK METAL DOOR                              .9   1.1
  3Ø96  LOCKSMITH - OPEN/UNLOCK WOODEN DOOR                             .9   1.1
  3Ø99  LOCKSMITH - REMOVE BROKEN KEY FROM LOCK                         .7    .8
  3Ø89  LOCKSMITH - REPLACE KNOB ON METAL DOOR                          .8   1.Ø
-----------------------------------------------------------------------------------
PRIMARY W/CODE: ____          SECOND W/CODE: ____     THIRD W/CODE: ____
SF7=WORK CODE SEARCH: ____        SF5=NOUN SEARCH: ________________
ENTER=CHIT PG 2    F2=FIRST PG    F3=NEXT PG    F4=PREV PG    F9=LOCAL TIME STDS
```

The Navy Time Standards Display (27Ø) is accessed by pressing ENTER on the Add Work Order Screen (215) or SF1Ø on the Modify Work Order Screen (235).

- o Primary W/Code. Enter the work code for the primary Work Center/Craft.
- o Second W/Code. Enter the work code for the second Work Center/Craft.
- o Third W/Code. Enter the work code for the third Work Center/Craft.
- o Press SF7 to display the Time Standards by Work Code starting with the work code entered. See Display by Work Code on pages 2-9 and 2-1Ø.
- o Press SF5 to display the time standards by noun starting with the noun entered. See Display by Noun on page 2-9.
- o Press ENTER to go to page 2 of the Work Order Chit.
- o Press F2 to display the first page of the Navy Time Standards.
- o Press F3 to display the next page of the Navy Time Standards.
- o Press F4 to display the previous page of the Navy Time Standards.
- o Press F9 to display the Local Time Standards.

After entering the applicable work codes, we will press F9 to look at the Local Time Standards Screen. See paragraph 2.3.2.

DISPLAY BY NOUN

- The P-7Ø5 can be displayed by noun using one the following methods:
  - Add Mode - The description of work field on page 1 of the chit has been entered and the ENTER key pressed.
  - Modify Mode - The description of work noun field on page 1 of the chit is not spaces and the SF1Ø key is pressed.
  - The SF6 key at the bottom of the P-7Ø5 Screen is pressed.
    - If no noun is entered, the display will start at the alphabetically lowest noun.
  - If the noun entered matches one in the P-7Ø5, the screen display will start with that noun.
  - If the noun entered does not match the P-7Ø5 but it is less than the last entry, the screen display will start with the next alphabetically sequential noun in the P-7Ø5.
  - If the noun is entered on page 1 of the chit and it is alphabetically greater than any on the P-7Ø5, the display will start with the first noun and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner of the screen.
  - If the noun is entered on the bottom of a P-7Ø5 Screen and it is alphabetically greater than any on the P-7Ø5, the screen display will not change and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner of the screen.

DISPLAY BY WORK CODE

- The P-7Ø5 can be displayed by work code using one the following methods:
  - Modify Mode - The description of work noun field on page 1 of the chit is blank and SF1Ø is pressed.
  - The SF7 key at the bottom of the P-7Ø5 Screen is pressed.
    - If no work code is entered, the display will start with the sequentially lowest work code.
    - If the work code entered matches the P-7Ø5, the display will start with that work code.

- If the work code does not match but it is less than the last entry, the display will start with the next sequential work code.

- If the work code entered is greater than any on the P-7Ø5, the display will not change and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner.

ADD MODE

- Enter the applicable work codes in the Primary, Second, and Third Work Code (W/Code) fields at the bottom of the screen. Press ENTER to go to page 2 of the chit.

- The standard hours and work codes will be stored in their respective fields on page 2 of the chit.

MODIFY MODE

- The work code fields at the bottom of the screen will contain the same data as their respective fields on page 2 of the chit.

- Make desired modifications to the Primary, Second, and Third Work Code fields and press ENTER to go to page 2 of the chit.

- The Work Code, and Standard Hours fields on page 2 of the chit will be updated after you press ENTER.

- If you spaced out any of the work codes at the bottom of the P-7Ø5 Screen, the respective work codes, and standard hours fields on page 2 of the chit will be spaced out.

ADD AND MODIFY MODES

- If you alter the standard hours on page 2 of the chit, the work code for those hours will be spaced out.

- Local Time Standard Work Codes can also be entered at the bottom of the P-7Ø5 Screen.

2.3.2 LOCAL TIME STANDARDS DISPLAY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 255
WO NOUN:  WINDOW            ***  LOCAL TIME STDS  ***             NOUN SEQUENCE
W/CODE                 DESCRIPTION                     HOURS BY ZONE:  1-4   5-9
--------------------------------------------------------------------------------
ASPHALT
  LØØ3 PATCH HOLE, 3-5 SQUARE FEET                                    .5    .8
ELECTRICAL
  LØØ1 REPAIR ELECTRICAL OUTLET                                       .5    .6
GARAGE DOOR
  LØØ2 PAINT GARAGE DOOR                                             2.Ø   3.Ø



--------------------------------------------------------------------------------
PRIMARY W/CODE: ____          SECOND W/CODE: ____       THIRD W/CODE: ____
SF7=WORK CODE SEARCH: ____          SF6=NOUN SEARCH: ___________________
ENTER=CHIT PG 2    F2=FIRST PG    F3=NEXT PG    F4=PREV PG    F9=NAVY TIME STDS
```

The Local Time Standards Display (255) is accessed by pressing F9 on the Navy Time Standard Screen (27Ø).

- o Primary W/Code. Enter the work code for the primary Work Center/Craft.
- o Second W/Code. Enter the work code for the second Work Center/Craft.
- o Third W/Code. Enter the work code for the third Work Center/Craft.
- o Press SF7 to display the Local Standards by Work Code starting with the work code entered. See Display by Work Code starting on page 2-11.
- o Press SF8 to display the Local Standards by Noun starting with the noun entered. See Display by Noun on page 2-11.
- o Press ENTER to go to page 2 of the Work Order Chit.
- o Press F2 to display the first page of the Local Standards.
- o Press F3 to display the next page of the Local Standards.
- o Press F4 to display the previous page of the Local Standards.
- o Press F9 to display the Navy Time Standards.

We will press ENTER to go to page 2 of the Add Screen (22Ø). See paragraph 2.3.3.

LOCAL TIME STANDARDS

DISPLAY BY NOUN

- The Local Time Standards can be displayed by noun using one the following methods:
  - Add Mode - The description of work field on page 1 of the chit has been entered, the ENTER key has been pressed to access the P-7Ø5 screen, and the F9 key has been pressed.
  - Modify Mode - The description of work noun field on page 1 of the chit is not spaces, the SF1Ø key has been pressed, and the F9 key has been pressed.
  - The SF6 key at the bottom of the Local Standards Screen has been pressed.
    - If no noun is entered, the display will start at the alphabetically lowest noun.
- If the noun entered matches one in the Local Standards, the screen display will start with that noun.
- If the noun entered does not match the Local Standards but it is less than the last entry, the screen display will start with the next alphabetically sequential noun in the Local Standards.
- If the noun is entered on page 1 of the chit and it is alphabetically greater than any in the Local Standards, the display will start with the first noun and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner of the screen.
- If the noun is entered on the bottom of a Local Standards Screen and it is alphabetically greater than any in the Local Standards, the screen display will not change and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner of the screen.

DISPLAY BY WORK CODE

- The Local Standards can be displayed by work code using one the following methods:
  - Modify Mode - The description of work noun field on page 1 of the chit is blank, SF1Ø has been pressed, and F9 has been pressed.
  - The SF7 key at the bottom of the Local Standards Screen has been pressed.
    - If no work code is entered, the display will start with the sequentially lowest work code.

- If the work code entered matches the Local Standards, the display will start with that work code.

- If the work code does not match but it is less than the last entry, the display will start with the next sequential work code.

- If the work code entered is greater than any in the Local Standards, the display will not change and the message "TIME STANDARD RECORD NOT FOUND" will flash in the lower right corner.

ADD MODE

- Enter the applicable work codes in the Primary, Second, and Third Work Code (W/Code) fields at the bottom of the screen. Press ENTER to go to page 2 of the chit.

  - The standard hours and work codes will be stored in their respective fields on page 2 of the chit.

MODIFY MODE

- The Work Code fields at the bottom of the screen will contain the same data as their respective fields on page 2 of the chit.

- Make desired modifications to the primary, second, and third work code fields and press ENTER to go to page 2 of the chit.

  - The Work Code, and Standard Hours fields on page 2 of the chit will be updated after you press ENTER.

  - If you spaced out any of the work codes at the bottom of the Local Standards Screen, their respective Work Code, and Standard Hours fields on page 2 of the chit will be spaced out.

ADD AND MODIFY MODES

- If you alter the standard hours on page 2 of the chit, the work code for those hours will be spaced out.

- Navy time standard work codes can also be entered at the bottom of the Local Time Standards Screen.

2.3.3 ADD WORK ORDER, PAGE 2

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***                ADD 220
WO NUMBER:  57780     *** EMERGENCY WORK AUTHORIZATION ***                PAGE 2
-------------------------------------------------------------------------------
SHOP          ------------------------------------------------------------
COMMENTS      ------------------------------------------------------------
              ------------------------------------------------------------
              ------------------------------------------------------------
-------------------------------------------------------------------------------
DATE STARTED            DATE COMPLETED           STATUS              DELAY CODE
 -- -- --                 -- --  --             _ACTIVE_                 _
-------------------------------------------------------------------------------
PRIMARY WC/C  STD   PRIMARY  SECOND WC/C  STD  SECOND  THIRD WC/C   STD   THIRD
 ASSIGNED    HOURS  WCCODE     ASSIGNED   HOURS WCCODE   ASSIGNED   HOURS
WCCODE
   ----      _0.0   ----       ----      _0.0  ----     ----      _0.0   ----
-------------------------------------------------------------------------------
PRIMARY WC/C  ACTUAL         SECOND WC/C  ACTUAL       THIRD WC/C   ACTUAL
PERFORMING    HOURS           PERFORMING  HOURS        PERFORMING   HOURS
  ----         _0.0            ----       _0.0          ----       _0.0
-------------------------------------------------------------------------------
TOTAL COST:  $ ___0                                CRAFTSMAN:  ----------------
-------------------------------------------------------------------------------
ENTER=ADD WORK ORDER          F8=PAGE 1 OF CHIT         SF9=EXIT WITHOUT ADDING
```

Page 2 of the Add Work Order Screen (220) is accessed by pressing ENTER on the Local Time Standards Display (255), or Navy Time Standard Display (270), or page 1 of the Add Work Order Screen (215).

- All fields except work order and status are modifiable during the addition of a work order.

- Date Started

  - The date started must be equal to or greater than the date received. If it is not, the error message "DATE STARTED THAN "DATE RECEIVED" will flash in the lower right corner of the screen.

- Date Completed

  - The date completed must be equal to or greater than the date started. If it is not, the error message "DATE STARTED > THAN DATE COMPLETED" will flash in the lower right corner of the screen.

  - The date completed must be equal to or less than the current system date. If it is not, the error message "INVALID DATE" will flash in the lower right corner of the screen.

- If the date started is spaces or zeroes, the date completed will be compared to the date received. If the date completed is not equal to or greater than the date received, the error message "DATE COMPLETED MUST BE = OR > DATE REC'D" will flash in the lower right corner of the screen.

- The status is system generated and depends on the date completed and delay code fields. The three possible values are:

  ACTIVE - Date completed must be spaces or zeroes
  COMPLETED - Date completed must be entered
  CANCELLED - A delay code of "C" and a date completed must be entered.

- The standard and actual hours contain one decimal place. The maximum value is 99.9.

- Total cost is in whole hours. The maximum value is $9999.

- Primary, second, and third work codes can be left blank, but if they are entered they must be valid entries from the P-705 or Local Time Standards.

- If a noun has been entered on page of 1 of the work order, the P-705 will always be displayed when going from page 1 to page 2 of the work order.

- When exiting the add mode you will always be returned to display mode, page 1.

- Press ENTER to add the work order. The message "WORK ORDER HAS BEEN ADDED" will flash in the lower right corner of the Display Screen.

- Press F8 to go to page 1 of the work order chit.

- Press SF9 to exit without adding the work order. The message "WORK ORDER NOT ADDED" will flash in the lower right corner of the Display Screen. Because the record on the Display Screen has not been added, the Modify (F6) and Delete (F7) functions will not appear on the bottom of the Display Screen. These functions will reappear when you display another record. The work order number will be reused for the next add.

  We will press ENTER to add the work order.

2.3.4 COMPLETED ADDED WORK ORDER

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 2ØØ
WO NUMBER: 5778Ø       ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME        CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
ANN JONES                 A                  4Ø                 RM 6          3
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-1234                                                  6N4ØØØ            Ø1
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REPAIR               BROKEN                 DOOR CLOSER
-------------------------------------------------------------------------------
SPECIAL        REPAIR BROKEN DOOR CLOSER.  DOORS SLAM SHUT CAUSING DAMAGE TO
INSTRUCTIONS   THE DOOR HINGES.

-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 Ø5 Ø1                             Ø8Ø2              JANE SMITH
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____                        *** WORK ORDER HAS BEEN ADDED ***
SF7=WO DIRECTORY: _____ SF8=BLDG DIRECTORY:__________  SF9=CUST DIRECTORY: ____
F2=1ST REC    F3=NEXT REC    F4=PREV REC    F5=ADD      F6=MODIFY     F7=DELETE
F8=1ST PG    F9=NEXT PG    F1Ø=PREV PG    SF8=PRINT CHIT     SF9=RETURN TO MENU
```

The work order has been added which is confirmed by the message in the lower right corner of the screen. The function keys are discussed in paragraph 2.2.

We will press F6 to modify the work order we have just added.

2.4 MODIFY WORK ORDER

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***            MODIFY 23Ø
WO NUMBER: 5778Ø       ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME        CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
ANN-JONES________        A___              4Ø________          RM 6           3
-------------------------------------------------------------------------------
PHONE NUMBER     EQUIPMENT NUM.      INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-1234_______    -------------           ___              6N4ØØØ_______     Ø1
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REPAIR________       BROKEN___________       DOOR CLOSER___________
-------------------------------------------------------------------------------
SPECIAL         REPAIR_BROKEN_DOOR_CLOSER.__DOORS_SLAM_SHUT_CAUSING_DAMAGE_TO
INSTRUCTIONS    THE_DOOR_HINGES._____________________________________________
                ---------------------------------------------------------------
                ---------------------------------------------------------------
-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 Ø5 Ø1                             Ø8Ø2              JANE SMITH_________
-------------------------------------------------------------------------------

ENTER=SAVE MODIFICATIONS      SF3=NEXT PAGE       SF9=EXIT WITHOUT MODIFYING
```

Page 1 of the Modify Work Order Screen (23Ø) is accessed by pressing F6 on an Active Work Order Display Screen.

- All fields on page 1 except Work Order Number are modifiable. Data edits are discussed in Add Work Order, paragraph 2.3.
- The display page you were on when entering the modify mode is the page that will be displayed when you exit the modify mode.
- Press ENTER to save the modifications. The message "WORK ORDER HAS BEEN MODIFIED" will flash in the lower right corner of the Display Screen.
- Press SF3 to go to page 2 of the work order.
- Press SF9 to exit without saving the modifications. The message "WORK ORDER NOT MODIFIED" will flash in the lower right corner of the Display Screen.

  We will press SF3 to go to page 2 of the work order.

2.4.1 MODIFY WORK ORDER, PAGE 2

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          MODIFY 235
WO NUMBER:  5778Ø       *** SERVICE WORK AUTHORIZATION ***              PAGE 2
-------------------------------------------------------------------------------
SHOP            DOOR_CLOSER_BROKEN_BEYOND_REPAIR.__NEED_NEW_CLOSER._____________
COMMENTS        ---------------------------------------------------------------
                ---------------------------------------------------------------
                ---------------------------------------------------------------
-------------------------------------------------------------------------------
DATE STARTED            DATE COMPLETED          STATUS              DELAY CODE
 86 Ø5 Ø2                 __ __  __              ACTIVE___               M
-------------------------------------------------------------------------------
PRIMARY WC/C  STD   PRIMARY  SECOND WC/C  STD  SECOND  THIRD WC/C   STD   THIRD
 ASSIGNED    HOURS  WCCODE     ASSIGNED   HOURS  WCCODE   ASSIGNED  HOURS  WCCODE
   55C_      _Ø.5    1Ø86       Ø5P_      _Ø.Ø   ____      ____    _Ø.Ø    ____
-------------------------------------------------------------------------------
PRIMARY WC/C  ACTUAL         SECOND WC/C  ACTUAL       THIRD WC/C   ACTUAL
PERFORMING    HOURS           PERFORMING  HOURS        PERFORMING   HOURS
  ____         _Ø.Ø            ____       _Ø.Ø          ____       _Ø.Ø
-------------------------------------------------------------------------------
TOTAL COST:  $ ___Ø                                CRAFTSMAN:  CLIFFORD________
-------------------------------------------------------------------------------

ENTER=SAVE MODIFICATIONS          SF3=NEXT PAGE          SF4=PREVIOUS PAGE
F9=NAVY TIME STANDARD                   SF9=EXIT WITHOUT MODIFYING
```

Page 2 of the Modify Work Order Screen (235) is accessed by pressing F9 on the first page of the Modify Work Order Screen (23Ø).

- All fields on page 2 except Work Order Number and Status are modifiable. Data edits are discussed in Add Work Order, paragraph 2.3.
- If the Standard Hours field for primary, second or third work codes is modified, the respective work code will be spaced out.
- Press ENTER to save the modifications. The message "WORK ORDER HAS BEEN MODIFIED" will flash in the lower right corner of the Display Screen.
- Press SF3 to go to page 3 of the work order.
- Press SF4 to go to page 1 of the work order.
- Press F9 to go to the Navy Time Standards which are discussed on pages 2-8 to 2-1Ø.
- Press SF9 to exit without saving the modifications. The message "WORK ORDER NOT MODIFIED" will flash in the lower right corner of the Display Screen.

We will press SF3 to go to page 3 of the work order.

2.4.2 MODIFY WORK ORDER, PAGE 3

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          MODIFY 240
WO NUMBER:  57780     ***  SERVICE WORK AUTHORIZATION  ***             PAGE 3

                 ***  MATERIAL REQUIRED - DETAILED LINE ITEMS ***
-------------------------------------------------------------------------------
MANUFACTURER              MODEL    CATALOG    PAGE  SERIAL     VENDOR  RECEIVED BY
-------------------------------------------------------------------------------
NORTON_________________ 788_F_   92_______ 163_  _________ AMERLOC __________
------------------------ ------ ---------- ----  --------- -------------------

                 ***  MATERIAL REQUIRED - GENERIC LINE ITEMS ***
-------------------------------------------------------------------------------
MATERIAL DESCRIPTION                          QUANTITY   UNITS    PART NUMBER
-------------------------------------------------------------------------------
CLOSER,DOOR,HYDRAULIC,BRONZ_______________ 00000002   EA___    149A__________
------------------------------------------ --------   -----    ---------------
------------------------------------------ --------   -----    ---------------
------------------------------------------ --------   -----    ---------------
-------------------------------------------------------------------------------
SF2=FIRST PAGE                                        SF4=PREVIOUS PAGE
ENTER=SAVE MODIFICATIONS                            SF9=EXIT WITHOUT MODIFYING
```

Page 3 of the Modify Work Order Screen (240) is accessed by pressing SF3 on the second page of the Modify Work Order Screen (235).

- All fields on page 3 except Work Order Number are modifiable.
- The quantity field must be numeric, the remaining fields are alphanumeric and are not edited.
- Press SF2 to go to page 1 of the work order.
- Press SF4 to go to page 2 of the work order.
- Press ENTER to save the modifications. The message "WORK ORDER HAS BEEN MODIFIED" will flash in the lower right corner of the Display Screen.
- Press SF9 to exit without saving the modifications. The message "WORK ORDER NOT MODIFIED" will flash in lower right corner of the Display Screen.

  We will press ENTER to save the modifications.

2.4.3 COMPLETED MODIFIED WORK ORDER

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 200
WO NUMBER: 57780      ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME       CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
ANN JONES                A                  40                 RM 6          3
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-1234                                                  6N4000            01
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REPAIR              BROKEN                 DOOR CLOSER
-------------------------------------------------------------------------------
SPECIAL        REPAIR BROKEN DOOR CLOSER.  DOORS SLAM SHUT CAUSING DAMAGE TO
INSTRUCTIONS   THE DOOR HINGES.

               MATERIAL ORDERED 5/5/86
-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 05 01                             0802              JANE SMITH
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____                     *** WORK ORDER HAS BEEN MODIFIED ***
SF7=WO DIRECTORY: _____ SF5=BLDG DIRECTORY:__________  SF6=CUST DIRECTORY: ____
F2=1ST REC    F3=NEXT REC    F4=PREV REC    F5=ADD      F6=MODIFY     F7=DELETE
SF2=1ST PG    SF3=NEXT PG    SF4=PREV PG    F10=PRINT CHIT   SF9=RETURN TO MENU
```

The work order has been modified, which is confirmed by the message in the lower right corner of the screen. The function keys are discussed in paragraph 2.2.

We will press F7 to enter the delete mode.

2.5 DELETE WORK ORDER

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***            DELETE 245
WO NUMBER: 5778Ø       ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME        CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
ANN JONES                 A                 4Ø                 RM 6          3
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-1234                                                  6N4ØØØ            Ø1
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REPAIR               BROKEN                 DOOR CLOSER
-------------------------------------------------------------------------------
SPECIAL         REPAIR BROKEN DOOR CLOSER.  DOORS SLAM SHUT CAUSING DAMAGE TO
INSTRUCTIONS    THE DOOR HINGES.

                MATERIAL ORDERED 5/5/86
-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 Ø5 Ø1                             Ø8Ø2              JANE SMITH
-------------------------------------------------------------------------------
ENTER=DELETE WORK ORDER                            SF9=EXIT WITHOUT DELETING
```

The Delete Work Order Screen (245) is accessed by pressing F7 on the Active Work Order Display Screen (2ØØ).

- In the delete mode you only have access to page 1 of the work order that was being displayed when you pressed F7 on the Display Screen.

- Press ENTER to delete the work order. The message "WORK ORDER HAS BEEN DELETED" will flash in the lower right corner of the Display Screen. Because the record on the display screen has been deleted, the Modify (F6) and Delete (F7) functions will not appear on the bottom of the Display Screen. These function selections will reappear when you display another work order.

- Press SF9 to exit without deleting the work order. The message "WORK ORDER NOT DELETED" will flash in the right corner of the Display Screen.

  We will press SF9 and exit without deleting the work order.

2.5.1 WORK ORDER NOT DELETED

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 200
WO NUMBER: 57780      ***  SERVICE WORK AUTHORIZATION  ***              PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME       CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
ANN JONES                A                  40                 RM 6          3
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-1234                                                   6N4000          01
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REPAIR              BROKEN                  DOOR CLOSER
-------------------------------------------------------------------------------
SPECIAL        REPAIR BROKEN DOOR CLOSER.  DOORS SLAM SHUT CAUSING DAMAGE TO
INSTRUCTIONS   THE DOOR HINGES.

               MATERIAL ORDERED 5/5/86
-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  86 05 01                             0802              JANE SMITH
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____                          *** WORK ORDER NOT DELETED ***
SF7=WO NUM SEARCH: _____ SF5=BLDG DIRECTORY:__________  SF6=CUST DIRECTORY:____
F2=1ST REC    F3=NEXT REC    F4=PREV REC    F5=ADD      F6=MODIFY     F7=DELETE
SF2=1ST PG    SF3=NEXT PG    SF4=PREV PG    F10=PRINT CHIT   SF9=RETURN TO MENU
```

We did not delete the work order, and the message in the lower right corner of the screen confirms this. The function keys are discussed in paragraph 2.2.

We will now press SF7 after entering the work order number to go to the Work Order Directory.

CHAPTER 3. WORK ORDER AND DIRECTORY SEARCH FUNCTIONS

3.1 ACTIVE WORK ORDER DIRECTORY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DIRECTORY 250
                         ***  WORK ORDER DIRECTORY ***       WORK ORDER SEQUENCE
WO NUM    LCCODE     DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
JOB ORDER       BUILDING    WORK LOC   CUSTOMER  RECEIVED  PRIM ASSGN  STATUS
-------------------------------------------------------------------------------
5778Ø       Ø1        REPAIR                BROKEN            DOOR CLOSER
6N4ØØØ          4Ø          RM 6                A   86 Ø5 Ø1    55C        ACTIVE

58Ø62       Ø1        CHECK/REPAIR          VALVES            SHOWER
6U4Ø Ø3         56Ø         RM 287I&J               86 Ø3 23    55P        COMPLETED

6Ø926       Ø1        ORDER/INSTALL         1                 DRINKING FOUNTAIN
6N4ØØØ          1Ø3                                 86 Ø4 3Ø    55P        ACTIVE

61Ø4Ø       Ø1        REPAIR                INOPERABLE        EXHAUST FAN
6N4ØØØ          312         MENS HEAD           Q   86 Ø5 Ø2    55E        ACTIVE

63463       Ø1        REPAIR                INCANDESCENT      FIXTURE
6N4ØØØ          1318        EXTERIOR            Q   86 Ø4 26    55E        ACTIVE
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: ____
SF1=BLDG SEARCH: _________      F8=CUST SEARCH: ____     SF5=DISPLAY WO NUM _____
F2=FIRST PAGE                   F3=NEXT PAGE             F4=PREVIOUS PAGE
F1Ø=PRINT DIRECTORY        SF9=RETURN TO WO DISPLAY   SF1Ø=RETURN TO MAIN MENU
```

Active Directory. This is the center of the active side of E/S. All work orders when added are displayed in the active directory until deleted or purged. The work orders can be listed three ways, by work order number, by work order number within building number and customer code, and by work order number within customer code.

- Press F1 after entering a work order number to bring up the specified work order as the first record on the screen.
  - Work Orders are displayed in ascending order.
  - If a work order number is entered that matches one in the directory, the display will start with that work order number.
  - If a work order number is entered that doesn't match one in the directory and it is less than the last entry, the screen display will start with the next sequential work order number.

- If the work order number entered is greater than any in the directory, the screen display will not change and the message "WORK ORDER NOT FOUND" will flash in the lower right corner of the screen.

- If no work order number is entered, the display will start with the lowest work order number.

- Press SF1 to display the Work Order Directory in building number sequence starting with the number entered. See Building Search function in Chapter 3.

- Press F8 to display the Work Order Directory in customer code sequence starting with the code entered. See Customer Search function in Chapter 3.

- Press SF5 to display the work order entered. See F1 explanation on page 2-2.

- Press F2 to display the first page of the directory.

- Press F3 to display the next page containing the next 5 work orders.

- Press F4 to display the previous page of the directory.

- Press F10 to print the directory on the designated line printer.

- Press SF9 to return to the work order displayed prior to entering the directory.

- Press SF10 to return to the main menu.

We will press SF10 to return to the Main Menu Screen (100).

3.2 BUILDING DIRECTORY SEARCH FUNCTION

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DIRECTORY 25Ø
                     ***  WORK ORDER DIRECTORY  ***        BUILDING NUMBER SEQ
WO NUM      LCCODE    DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
JOB ORDER           BUILDING     WORK LOC    CUSTOMER  RECEIVED  PRIM ASGN  STATUS
-------------------------------------------------------------------------------
62498         Ø1      REPAIR                  GAS                HEATER
6N4Ø28              1362         AUTO HOBBY    PW     86 Ø5 Ø1    55E      ACTIVE

62541         Ø1      TEST                                       FIRE ALARM
6U4ØØ7              1392         SRB           Z      86 Ø5 Ø2    65L      ACTIVE

62545         Ø1      ORDER                   2                  SIGN
6X451Ø              14           RM 143        A      86 Ø5 Ø2    Ø5P      ACTIVE

62564         Ø1      REPAIR                  WSI MINI-CAT       READER PRINTER
6X451Ø              14           SHOPS         A      86 Ø5 Ø3    64R      ACTIVE

62569         Ø1      UNCLOG/REPAIR           2                  COMMODE
6N4ØØØ              14           ACR 131       A      86 Ø5 Ø5    55P      ACTIVE
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____
SF1=BLDG SEARCH: ___________  F8=CUST SEARCH: ____     SF5=DISPLAY WO NUM _____
F2=FIRST PAGE                 F3=NEXT PAGE             F4=PREVIOUS PAGE
F1Ø=PRINT DIRECTORY         SF9=RETURN TO WO DISPLAY  SF1Ø=RETURN TO MAIN MENU
```

SF1 BUILDING SEARCH

SORT

- Work orders are displayed in ascending order within Customer Code and Building Number.
- The Building Number Sort is positionally sequential, for example, Building numbers that have 13 in the first two positions will be displayed before building numbers that have 14 in the first twc positions.

DISPLAY SEQUENCE

- If a building number is entered that matches one in the directory, work orders will be displayed starting with that building number.
- If a building number is entered that doesn't match one in the directory and it is less than the highest building number, work orders will be displayed starting with the next sequential building number.
- If the building number entered is greater than any in the directory, the screen display will not change and the message "WORK ORDER NOT FOUND" will flash in the lower right corner of the screen.
- If no building number is entered, all work orders will be displayed starting with the lowest building number.

3.3 CUSTOMER DIRECTORY SEARCH FUNCTION

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DIRECTORY 25Ø
                     ***  WORK ORDER DIRECTORY  ***          CUSTOMER CODE SEQ
WO NUM      LCCODE    DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
JOB ORDER           BUILDING     WORK LOC   CUSTOMER  RECEIVED  PRIM ASGN  STATUS
-------------------------------------------------------------------------------
62599         Ø1      REPAIR                                   DOOR LOCK
6A41Ø2              1Ø31         FRONT DOOR     P     86 Ø5 Ø7    55L      ACTIVE

62615         Ø1      REPLACE/REPAIR                           DISHWASHER
6A41Ø3              957C         KITCHEN        PH    86 Ø5 Ø7    55P      ACTIVE

62641         Ø1      REPAIR                   NON COOLING     REEFER
6A4151              957C         KITCHEN        PH    86 Ø5 Ø8    62A      ACTIVE

6265Ø         Ø1      REPAIR                   DOOR            SHOWER
6A41Ø9              1Ø19         BATHRM         PH    86 Ø5 Ø8    55P      ACTIVE

62668         Ø1      DELIVER                  PICK UP         TRASH CANS
6A41Ø8              1126A                       PH    86 Ø5 Ø9    55L      ACTIVE
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____
SF1=BLDG SEARCH: ___________  F8=CUST SEARCH: ____     SF5=DISPLAY WO NUM _____
F2=FIRST PAGE                 F3=NEXT PAGE             F4=PREVIOUS PAGE
F1Ø=PRINT DIRECTORY      SF9=RETURN TO WO DISPLAY      SF1Ø=RETURN TO MAIN MENU
```

F8 CUSTOMER SEARCH

SORT

- o Work orders are displayed in ascending order within customer code.

DISPLAY SEQUENCE

- o If a customer code is entered that matches one in the directory, work orders will be displayed starting with that customer code.
- o If a customer code is entered that doesn't match one in the directory and it is less than the highest customer code, work orders will be displayed starting with the next sequential customer code.
- o If the customer code entered is greater than any in the directory, the screen display will not change and the message "WORK ORDER NOT FOUND" will flash in the lower right corner of the screen.
- o If no customer code is entered, all work orders will be displayed starting with the lowest customer code.

CHAPTER 4. HISTORY WORK ORDER DIRECTORY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          MAIN MENU 100
                          ***  MAIN MENU  ***                     RELEASE 2.0

*****************************************************************************
*                                                                           *
*                  F1 = ACTIVE WORK ORDERS                                  *
*                                                                           *
*                  F2 = HISTORY WORK ORDERS                                 *
*                                                                           *
*                  F3 = TRANSFER ACTIVE WORK ORDERS TO HISTORY WORK ORDERS  *
*                                                                           *
*                  F4 = REPORT GENERATOR MENU                               *
*                                                                           *
*                 SF9 = END PROCESSING                                      *
*                                                                           *
*****************************************************************************
```

4.1 EMERGENCY/SERVICE MAIN MENU. Having explored the Active Work Orders we will press F2 to display the History Work Orders.

4.2 HISTORY WORK ORDER DISPLAY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***  HISTORY -DISPLAY 3ØØ
WO NUMBER: 5256Ø      ***  SERVICE WORK AUTHORIZATION  ***                PAGE 1
-------------------------------------------------------------------------------
CALLER'S NAME       CUSTOMER CODE     BUILDING NUMBER     WORK LOCATION    ZONE
MCLEMEN                 PH                435               WAREHOUSE
-------------------------------------------------------------------------------
PHONE NUMBER    EQUIPMENT NUM.     INVENTORY CODE    JOB ORDER NUMBER   LC CODE
X-5678          MV45Ø971               REF               5A4151            Ø1
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
CHECK AND           REPAIR                 REFRIGERATOR
-------------------------------------------------------------------------------
SPECIAL        CHECK AND REPAIR INOPERATIVE REFRIGERATOR (HOT POINT)
INSTRUCTIONS   FOR HOUSING - SHOP HAS INFO
               BLDG 435 (WAREHOUSE)

-------------------------------------------------------------------------------
DATE RECEIVED                          TIME              WORK RECEPTIONIST
  83 1Ø 12                             ØØØØ              ETTA R CARPENTER
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____                          *** WORK ORDER NOT DELETED ***
SF7=WO DIRECTORY: _____ SF5=BLDG DIRECTORY:__________  SF6=CUST DIRECTORY: ____
F2=1ST REC    F3=NEXT REC    F4=PREV REC              F6=MODIFY       F7=DELETE
SF2=1ST PG    SF3=NEXT PG    SF4=PREV PG    F1Ø=PRINT CHIT   SF9=RETURN TO MENU
```

- Work Orders are not added to History.
- Each activity has the option of whether History Records should be modifiable. This is set by the System Administrator in Support Functions. If your activity has decided against modifying history records, the Modify Record (F6) function will not appear on the bottom of the History Display Screen.
- Press F1 to display work order entered. See F1 explanation on page 2-2.
- Press SF7 to display the Work Order Directory starting with the work order entered. See Work Order Directory Search function in Chapter 3.
- Press SF5 to display the Building Directory starting with the building number entered. See Building Directory Search function in Chapter 3.
- Press SF6 to display the Customer Directory starting with the customer code entered. See Customer Directory Search Function in Chapter 3.

- Press F2 to display the first page of the first work order.
- Press F3 to display the next work order.
- Press F4 to display the previous work order.
- Press F6 to modify the work order being displayed.
- Press F7 to delete the work order being displayed.
- Press SF2 to return to the first page of a work order (from pages 2 or 3).
- Press SF3 to display the next page of the work order.
- Press SF4 to return to the previous page.
- Press F10 to print the work order chit.
- Press SF9 to return to the Main Menu.

We will press SF7 after entering a work order number to go to the History Directory.

4.3 HISTORY WORK ORDER DIRECTORY

```
                        ***  EMERGENCY/SERVICE SYSTEM  ***          DIRECTORY 35Ø
                          ***  WORK ORDER DIRECTORY ***       WORK ORDER SEQUENCE
WO NUM   LCCODE     DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
JOB ORDER      BUILDING    WORK LOC   CUSTOMER  COMPLETED PRIM ASSGN  STATUS
-------------------------------------------------------------------------------
56712      Ø1       REPAIR                DAMAGED          METAL DOOR
5N4ØØØ         523         BLDG            E    84 Ø1 26    67W       HISTORY

56726      Ø1       INSTALL               NEW              PHONE LINE PR Ø36
5U4ØØ1         465         SOUTH END       Y    84 Ø1 27    63I       HISTORY

56973      Ø1       NEED                  1 COVER FOR      ANTENNA
5N8ØØ6         1182        1ST DECK        B    84 Ø2 Ø2    64R       CANCELLED

57265      Ø1       REPAIR                TV               ANTENNA
5N4ØØ1          58         RM 2Ø1           U   84 Ø2 Ø8    86B       HISTORY

57614      Ø1       REPLACE               3"               RELIEF VALVE
5U4ØØ3         595         NORTH SIDE      P    84 Ø2 14    68A       HISTORY
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: ____
SF1=BLDG SEARCH: _________ F8=CUST SEARCH: ____        SF5=DISPLAY WO NUM _____
F2=FIRST PAGE              F3=NEXT PAGE                F4=PREVIOUS PAGE
F1Ø=PRINT DIRECTORY        SF9=RETURN TO WO DISPLAY   SF1Ø=RETURN TO MAIN MENU
```

In the History Directory the date completed is displayed instead of the date received. The function keys are identical to those in the Active Directory. See paragraph 3.6.

We will press SF1Ø to return to the Main Menu Screen (1ØØ).

4.4 EMERGENCY/SERVICE MAIN MENU

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          MAIN MENU 100
                          ***  MAIN MENU  ***                     RELEASE 2.0

*******************************************************************************
*                                                                             *
*                  F1 = ACTIVE WORK ORDERS                                    *
*                                                                             *
*                  F2 = HISTORY WORK ORDERS                                   *
*                                                                             *
*                  F3 = TRANSFER ACTIVE WORK ORDERS TO HISTORY WORK ORDERS    *
*                                                                             *
*                  F4 = REPORT GENERATOR MENU                                 *
*                                                                             *
*                 SF9 = END PROCESSING AND LOG OFF TERMINAL                   *
*                                                                             *
*******************************************************************************
```

Having explored the History Work Orders we will press F3 to purge Active Work Orders to History.

4.5 PURGE WORK ORDERS

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***                PURGE 26Ø
                      ***  WORK ORDER DIRECTORY ***

--------------------------------------------------------------------------------

          PURGE JOBS FROM THE ACTIVE FILE WITH
              COMPLETION DATES PRIOR TO (YYMMDD):  86 Ø2 Ø1

--------------------------------------------------------------------------------

ENTER=PURGE WORK ORDERS FROM ACTIVE FILE            SF9=RETURN TO MAIN MENU
```

To purge jobs a purge date must be entered and ENTER pressed. The date will be checked for validity and, if approved, all work orders in the Active Directory with a completion date prior to the purge date entered will be moved from the Active Directory to the History Directory. The status will become "History"; cancelled jobs will have a status of "Cancelled". If you enter a purge date and there are no records with completion dates prior to the one entered a message will flash in the right corner of the screen "THERE ARE NO RECORDS TO PURGE".

- Press SF9 to return to the Main Menu Screen (1ØØ) without purging work orders.

  We will type a date in the blanks and press ENTER to purge.

4.5.1 PURGE COMPLETED DISPLAY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***                PURGE 260
                      ***  WORK ORDER DIRECTORY ***

--------------------------------------------------------------------------------



          PURGE JOBS FROM THE ACTIVE FILE WITH
              COMPLETION DATES PRIOR TO (YYMMDD):  86 02 01



--------------------------------------------------------------------------------
                                                        ***  PURGE COMPLETE  ***

ENTER=PURGE WORK ORDERS FROM ACTIVE FILE            SF9=RETURN TO MAIN MENU
```

Once the date is verified, a flashing message will appear at the bottom of the screen "SYSTEM IS NOW PURGING JOBS FROM THE ACTIVE FILE TO THE HISTORY FILE". There will be a slight delay while the purge takes place. When the purge is complete, a message will appear in the lower right corner of the screen "*** PURGE COMPLETE ***".

We will now press SF9 to return to the Main Menu Screen (100).

CHAPTER 5. REPORT GENERATOR

5.1 EMERGENCY/SERVICE MAIN MENU

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          MAIN MENU 1ØØ
                          ***  MAIN MENU  ***                     RELEASE 2.Ø

*******************************************************************************
*                                                                             *
*                  F1 = ACTIVE WORK ORDERS                                    *
*                                                                             *
*                  F2 = HISTORY WORK ORDERS                                   *
*                                                                             *
*                  F3 = TRANSFER ACTIVE WORK ORDERS TO HISTORY WORK ORDERS    *
*                                                                             *
*                  F4 = REPORT GENERATOR MENU                                 *
*                                                                             *
*                 SF9 = END PROCESSING AND LOG OFF TERMINAL                   *
*                                                                             *
*******************************************************************************
```

We will now press F4 to evoke the Report Generator.

5.2 REPORT GENERATOR MAIN MENU

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***        REPORT MENU 500
                          ***  MAIN MENU  ***

*******************************************************************************
*                                                                             *
*                  F1 = IN-HOUSE STATUS REPORTS                               *
*                                                                             *
*                  F2 = OPERATOR'S INDEX REPORTS                              *
*                                                                             *
*                  F3 = CUSTOMER STATUS REPORTS                               *
*                                                                             *
*                  F4 = SUMMARY REPORTS                                       *
*                                                                             *
*                  F5 = PRINT LISTING OF STANDARD REPORTS                     *
*                                                                             *
*                 SF9 = RETURN TO MAIN MENU                                   *
*                                                                             *
*******************************************************************************
```

The Report Generator allows you to generate standard report formats with the option of selecting specific records, sort sequences, and page breaks. The Report Generator Menu Screen (500) is accessed by pressing F4 on the E/S Main Menu Screen (100). Four report formats are available: In-house Status Report, Operators Index Report, Customer Status Report, and Summary Report. The process for creating, modifying, or running any of the report formats is identical. On the ensuing pages, this process will be demonstrated for the In-House Status Report only.

- Press F1 to access In-house Status Reports. See paragraph 5.3.
- Press F2 to access Operator's Index Reports. See paragraph 5.11.
- Press F3 to access Customer Status Reports. See paragraph 5.12.
- Press F4 to access Summary Reports. See paragraph 5.13.
- Press F5 to print a hardcopy listing of the standard reports currently stored in the report generator. See Appendix A for a sample listing.
- Press SF9 to return to the Main Menu.

We will press F1 to access In-house Status Reports.

5.3 IN-HOUSE STATUS REPORT DISPLAY

```
                        ***  EMERGENCY SERVICES  ***                DISPLAY 505
                      ***  IN-HOUSE STATUS REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER:  05
     REPORT TITLE:  CUSTOMERS FOR OCTOBER 1985
     FILE SELECTION:  ACTIVE:   HISTORY:  X  BOTH:      (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            08        851001                     851031
            03        01


     SORT SEQUENCE:  ITEM 1:  05        PAGE BREAK 1 - ITEM NO:  05
                     ITEM 2:  06        PAGE BREAK 2 - ITEM NO:
                     ITEM 3:
                     ITEM 4:
                     ITEM 5:
-------------------------------------------------------------------------------
F1=FIND REPORT NO: __       F5=ADD       F6=MODIFY      F7=DELETE
F8=TEMPORARY REPORT         F9=GENERATE REPORT          SF8=HELP
SF9=RETURN TO REPORT GENERATOR MENU                    SF10=RETURN TO MAIN MENU
```

The Display Report Screen (505) is accessed by pressing F1 on the Report Generator Menu Screen (500). Upon initial entry, the screen will appear as a blank form.

- Enter a report number in the space provided and press F1 to find and display an existing report.
- Press F5 to add a new report. See paragraph 5.4.
- Press F6 to modify the displayed report. See paragraph 5.6.
- Press F7 to delete the displayed report. See paragraph 5.7.
- Press F8 to create a temporary report. See paragraph 5.8.
- Press F9 to generate the displayed report. See paragraph 5.9.
- Press SF8 to display a HELP Screen listing the data items available for selection. See paragraph 5.5.
- Press SF9 to return to the Report Generator Menu (500).
- Press SF10 to return to the E/S Main Menu (100).

We will press F5 to add a new report.

5.4 ADD IN-HOUSE STATUS REPORT

```
                    ***  EMERGENCY SERVICES  ***                    ADD 510
                  ***  IN-HOUSE STATUS REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER:  __
     REPORT TITLE:  ____________________________________________________
     FILE SELECTION:  ACTIVE: _ HISTORY:  _  BOTH:  _   (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            --       ---------------------      ------------------------
            --       ---------------------      ------------------------
            --       ---------------------      ------------------------
            --       ---------------------      ------------------------
            --       ---------------------      ------------------------

     SORT SEQUENCE:  ITEM 1:  __        PAGE BREAK 1 _ ITEM NO:  __
                     ITEM 2:  __        PAGE BREAK 2 _ ITEM NO:  __
                     ITEM 3:  __
                     ITEM 4:  __
                     ITEM 5:  __
-------------------------------------------------------------------------------
ENTER=ADD-REPORT-FORMAT       SF8=HELP       SF9=EXIT-WITHOUT-ADDING-REPORT
```

The Add Report Screen (510) is accessed by pressing F5 on the Display Report Screen (505). To add a report:

- o Enter a report number. This is a required numeric field.
- o Enter a report title. This title will appear centered at the top of the generated report. If you do not enter a title, the system will title the report by whatever the Item 1 Sort Sequence is (such as, REPORT BY BUILDING NUMBER).
- o Choose a file selection by placing an 'X' to the right of the desired file. A file selection is required. Only one file selection may be entered.
- o Specify selection criteria by entering item numbers and to/from values. Up to five criteria may be specified. The selection criteria determines which work orders will appear in the generated report. Only those work orders which meet all the selection criteria will be included in the report. See Appendix D for Report Selection examples.

Example: To select all work orders for services that were completed in October 1985, enter

Item No.	Value(from)	Value(to)
03	01	
08	851001	851031

- Specify sort sequence desired by entering item numbers in the order in which sorting is desired. Up to five sorts may be specified. All sorts will be ascending, or smallest to largest. After all requested sorts are made, an extra sort by work order number will be made automatically.

Example: To sort the report output by customer, then by date received within each customer, enter Ø5 as item 1 and Ø6 as item 2.

- Specify page breaks desired by entering item numbers which should trigger page breaks. Page breaks will occur whenever a new value for the specified item number is reached in the report. Any item number specified for a page break must also be specified as a sort item to ensure proper breaking.

Example: To have each customer's work orders printed on separate pages, enter Ø5 as page break item.

- Press ENTER to save the new report. The report will be stored permanently in the system until you delete it.

- Press SF8 to display a HELP Screen listing the items available for selection.

- Press SF9 to exit the Add Report Screen without adding a report and return to the Display Report Screen (5Ø5).

We will press SF8 to display the Selection Choices Screen (8ØØ).

5.5 SELECTION CHOICES DISPLAY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 800
                       ***  SELECTION CHOICES  ***

--------------------------------------------------------------------------------
1-JOB ORDER NO      9-PRIM WC/C ASGN     16-PRIM WC/C PERF     23-WORK LOCATION

2-WORK ORDER NO    10-PRIM WC/C STD      17-PRIM WC/C HRS      24-BUILDING NO

3-LC CODE          11-SECD WC/C ASGN     18-SECD WC/C PERF     25-EQUIPMENT NO

4-DELAY CODE       12-SECD WC/C STD      19-SECD ACT HRS       26-INVENTORY CODE

5-CUSTOMER CODE    13-THRD WC/C ASGN     20-THRD WC/C PERF     27-CALLER'S NAME

6-DATE RECEIVED    14-THRD WC/C STD      21-THRD ACT HRS       28-CRAFTSMAN

7-DATE STARTED     15-DESCRIPTION (N)    22-TOTAL COST         29-STATUS CODE

8-DATE COMPLETED
--------------------------------------------------------------------------------
                    ENTER=RETURN TO REPORT SELECTION SCREEN
```

The Display Selection Choices Screen (800) is a HELP Screen and is accessed by pressing SF8 on the Display, Add, Modify, or Temporary Report Screens. The selection choices is a listing of the data items available for selection for a report.

- Decide which items to choose, note the item numbers of those items and press ENTER to return to the report screen.

  After pressing SF9 to exit without adding a report, we will press F6 to modify.

5.6 MODIFY IN-HOUSE STATUS REPORT

```
                        ***  EMERGENCY SERVICES  ***                MODIFY 515
                      ***  IN-HOUSE STATUS REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER:  Ø5
     REPORT TITLE:  CUSTOMERS FOR OCTOBER 1985___________________________
     FILE SELECTION:  ACTIVE: _ HISTORY:  X  BOTH: _    (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            Ø8        851ØØ1_____________        851Ø31_____________
            Ø3        Ø1_________________        --------------------
            --        --------------------       --------------------
            --        --------------------       --------------------
            --        --------------------       --------------------


     SORT SEQUENCE:  ITEM 1:  Ø5        PAGE BREAK 1 - ITEM NO:  Ø5
                     ITEM 2:  Ø6        PAGE BREAK 2 - ITEM NO:  __
                     ITEM 3:  __
                     ITEM 4:  __
                     ITEM 5:  __
-------------------------------------------------------------------------------
ENTER=MODIFY FORMAT          SF8=HELP         SF9=EXIT WITHOUT MODIFYING FORMAT
```

The Modify Report Screen (515) is accessed by pressing F6 on the Display Report Screen (5Ø5).

- To modify the displayed report, make modifications and press ENTER to save modifications. Report number is a nonmodifiable field since it is a key field.

- Press SF8 to display a HELP Screen listing the data items available for selection.

- Press SF9 to exit the Modify Report Screen without saving modifications and return to the Display Report Screen (5Ø5).

  We will press SF9 to return to the Display Report Screen (5Ø5) without modifying, then press F7 to delete.

5.7 DELETE IN-HOUSE STATUS REPORT

```
                    ***  EMERGENCY SERVICES  ***                    DELETE 52Ø
                  ***  IN-HOUSE STATUS REPORT  ***
--------------------------------------------------------------------------------
     REPORT NUMBER:  Ø5
     REPORT TITLE:  CUSTOMERS FOR OCTOBER 1985
     FILE SELECTION:  ACTIVE:   HISTORY:  X  BOTH:      (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            Ø3        Ø1
            Ø8        851ØØ1                     851Ø31


     SORT SEQUENCE:  ITEM 1:  Ø5        PAGE BREAK 1 _ ITEM NO:  Ø5
                     ITEM 2:  Ø6        PAGE BREAK 2 _ ITEM NO:
                     ITEM 3:
                     ITEM 4:
                     ITEM 5:
--------------------------------------------------------------------------------
ENTER=DELETE REPORT FORMAT                     SF9=EXIT WITHOUT DELETING REPORT
```

The Delete Report Screen is accessed by pressing F7 on the Display Report Screen.

- o Press ENTER to delete the displayed report.
- o Press SF9 to exit the Delete Report Screen without deleting the report and return to the Display Report Screen.

  We will press SF9 to return to the Display Report Screen (5Ø5) without deleting, then press F8 to create a temporary report.

5.8 TEMPORARY IN-HOUSE STATUS REPORT

```
                        ***  EMERGENCY SERVICES  ***            TEMPORARY 525
                      ***  IN-HOUSE STATUS REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER:  __
     REPORT TITLE:  ------------------------------------------------------
     FILE SELECTION:  ACTIVE: _ HISTORY:  _  BOTH:  _   (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            --       --------------------       ------------------------
            --       --------------------       ------------------------
            --       --------------------       ------------------------
            --       --------------------       ------------------------
            --       --------------------       ------------------------

     SORT SEQUENCE:  ITEM 1:  __        PAGE BREAK 1 - ITEM NO:  __
                     ITEM 2:  __        PAGE BREAK 2 - ITEM NO:  __
                     ITEM 3:  __
                     ITEM 4:  __
                     ITEM 5:  __
-------------------------------------------------------------------------------
ENTER=TEMPORARY FORMAT       SF8=HELP      SF9=EXIT WITHOUT ESTABLISHING FORMAT
```

The Temporary Report Screen is accessed by pressing F8 on the Display Report Screen. A temporary report is simply a report you wish to create and generate, but not save as a permanent report.

- To create a temporary report, enter the appropriate data the same as you would when adding a permanent report, and press ENTER. Report number is not a required field for a temporary report.

- Once created, the temporary report may be generated, modified, and deleted the same as a permanently stored report.

- While the temporary report is displayed on the Display Report Screen, the temporary report will remain stored as long as you only press functions F6 for modify, SF8 for help, or F9 for generate report. The function F7 for delete only deletes the report if you follow through and press ENTER on the delete screen. Any other function key on the Display Report Screen which is pressed will result in deletion of the temporary report from storage.

- Press SF8 to display a HELP Screen listing the items available for selection.

- Press SF9 to exit the Temporary Report Screen without establishing a temporary report and return to the Display Report Screen.

  We will press SF9 to return to the Display Report Screen without establishing a temporary report, press F1 after entering a report number to display the Report Screen (5Ø5), and then press F9 to generate a report.

5.9 IN-HOUSE STATUS REPORT

```
DATE:  86/Ø5/13          ***  EMERGENCY/SERVICE SYSTEM  ***            REPORT 53Ø
                         *** CUSTOMERS FOR OCTOBER 1985 ***

JOB ORDER NO.   DESCRIPTION      REC'D   WC/1   WC/2   WC/3   COST   CC     DLY
WO    LCC INV                    STRTD   S-HR   S-HR   S-HR   T-STD  BLDG   NO.
EQP NO                           CMPLTD  A-HR   A-HR   A-HR   T-ACT  WORK   LOC
CALLER                PHONE NO.  STATUS  CRAFTSMAN
-------------------------------------------------------------------------------

5N4ØØØ           REPAIR          851ØØ9  68A                           A       B
68368  Ø1        LINE            851ØØ9   1.1                          1.1     72
                 WATER LEAK      851Ø1Ø   6.Ø                          6.Ø   N.E.
PAM                    4294      H MAURICE                                  CORN.

5N4ØØØ           CHANGE          851Ø1Ø  55E                           A       B
68372  Ø1        2 FLO           851Ø1Ø    .6                           .6     52
                 FIXTURE         851Ø1Ø    .5                           .5   2ND
DEBGODA                4314      H ANA                                      DECK

5N4ØØØ           REPAIR          851Ø1Ø  62A     61E     55P           A       B
68421  Ø1        CIRCUIT         851Ø1Ø   1.1                          1.1     45
                 BREAKER         851Ø1Ø    .5     1.Ø     3.Ø          4.5
JOHN                   4294      H BILL/STEPHEN
-------------------------------------------------------------------------------
F2=FIRST PAGE                  F3=NEXT PAGE                    F4=PREVIOUS PAGE
F9=REPORT SUMMARY              F1Ø=PRINT REPORT/SUMMARY        SF9=EXIT REPORT
IN-HOUSE ENTRIES:  123Ø
```

The Report Screen is accessed by pressing F9 on the Display Report Screen. The Report Screen displays the data output generated by running a particular report. Only those work orders which met the selection criteria specified for the report are contained in the data output. The information pertaining to a specific work order is displayed on four separate lines of the output. Note in the lower left corner of the screen, the total number of work orders contained in the report output is displayed.

- Press F2 to display the first page of the report output.
- Press F3 to display the next page of the report output.
- Press F4 to display the previous page of the report output.
- Press F9 to display the report summary associated with the report output.
- Press F1Ø to print a hardcopy of the report output and report summary. See Appendix A for a sample hardcopy report.

- Press SF9 to exit the Report Screen and return to the Display Report Screen (505).

  We will press F9 to display the Report Summary.

5.10 SUMMARY REPORT DISPLAY

```
DATE:  86/05/13          ***  EMERGENCY/SERVICE SYSTEM  ***    REPORT DISPLAY 540
RECORDS FOUND:  1230          ***  SUMMARY REPORT  ***

-----------------------------------------------------------------------------
                                      TOTAL
-----------------------------------------------------------------------------
A.  JOBS FOUND                         1230
B.  COMPLETED JOBS                     1230
C.  UNCOMPLETED JOBS
D.  AVE. COMPLETED HOURS (H/B)          3.4
E.  AVE. TURNAROUND TIME (DAYS)         5.5
F.  AVE. COST (DOLLARS)                15.2
-----------------------------------------------------------------------------
                                      TOTAL       W/P705 STD       W/O P705 STD
-----------------------------------------------------------------------------
G.  ESTIMATED HOURS                  3700.0        3650.0             50.0
H.  COMPLETED HOURS                  4200.0        4100.0            100.0
I.  UNCOMPLETED HOURS
J.  P705 USAGE/NONUSAGE (G/G1*100%)  100.0%         97.5%              2.5%
K.  LABOR PERFORMANCE ((G-I)/H*100%) 88.1%          89.0%             50.0%
-----------------------------------------------------------------------------
L.  EPS UTILIZATION ((G2-I2)/H1*100%)  ***      86.9%      ***

-----------------------------------------------------------------------------
F10=PRINT SUMMARY REPORT                                SF9=EXIT SUMMARY REPORT
```

The summary report is accessed by pressing F9 on the Report Screen. The summary report is a brief statistical analysis of the work orders selected for the report. See Appendix B for definitions of the statistical items shown.

- Press F10 to print a hardcopy of the summary report. See Appendix A for a sample hardcopy summary report.

- Press SF9 to exit the summary report and return to the Report Screen.

  We will press SF9 three times to return to the Report Generator Main Menu Screen (500), then press F2 to access the Operator's Index Report Screen (605).

5.11 OPERATOR'S INDEX REPORT DISPLAY

```
                    ***  EMERGENCY SERVICES  ***                DISPLAY 605
                 ***  OPERATOR'S INDEX REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER: 05
     REPORT TITLE:  CUSTOMERS FOR OCTOBER 1985
     FILE SELECTION:  ACTIVE:   HISTORY:  X  BOTH:      (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            03        01
            08        851001                     851031


     SORT SEQUENCE:  ITEM 1:  05        PAGE BREAK 1 - ITEM NO:  05
                     ITEM 2:  06        PAGE BREAK 2 - ITEM NO:
                     ITEM 3:
                     ITEM 4:
                     ITEM 5:
-------------------------------------------------------------------------------
F1=FIND REPORT NO: __      F5=ADD       F6=MODIFY      F7=DELETE
F8=TEMPORARY REPORT        F9=GENERATE REPORT          SF8=HELP
SF9=RETURN TO REPORT GENERATOR MENU                   SF10=RETURN TO MAIN MENU
```

The Display Report Screen (605) is accessed by pressing F2 on the Report Generator Menu Screen (500). Upon initial entry, the screen will appear as a blank form.

- All functions on this screen work the same as the functions on Display Screen (505) for the In-House Status Report. Screens within the available functions are numbered in the 600 series rather than the 500 series. See paragraph 5.3 for detailed explanations of these functions.

  We will press F9 to generate an Operator's Index Report.

5.11.1 OPERATOR'S INDEX REPORT

```
DATE:  86/Ø5/13          ***  EMERGENCY/SERVICE SYSTEM  ***          REPORT 63Ø
                         ***  OPERATOR'S INDEX REPORT  ***
                             CUSTOMERS FOR OCTOBER 1985

JOB ORDER NO   DESC OF WORK (NOUN)   DATE   DATE   DATE  CC BUILDING   WORK
WORK ORDER  LCC    EQP NUMBER        RECD   STRT   COMP     STATUS     LOCATION
-------------------------------------------------------------------------------

2A14Ø7         SEWER LINE            Ø287   287    287  PH 962D       BLDG
28213        Ø1                                             H

2A14Ø7         KITCHEN SINK PIPE     Ø288   288    288  PH 943C       NITE
28264        Ø1                                             H

2A14Ø7         COMMODE               Ø288   288    288  PH 986D       BATHROOM
28473        Ø1                                             H

2A14Ø7         ELECTRICAL OUTLET     Ø288   288    288  PH 96ØB       HOUSE
28514        Ø1                                             H

2A14Ø7         TOILET                Ø288   288    288  PH 95ØA       BATHROOM
28767        Ø1                                             H

-------------------------------------------------------------------------------
F2=FIRST PAGE                  F3=NEXT PAGE                    F4=PREVIOUS PAGE
F9=REPORT SUMMARY              F1Ø=PRINT REPORT/SUMMARY        SF9=EXIT REPORT
OPERATORS ENTRIES:  123Ø
```

The Report Screen is accessed by pressing F9 on the Index Report Display Screen (6Ø5). The Report Screen displays the data output generated by running a particular report. Only those work orders which met the selection criteria specified for the report are contained in the data output. The information pertaining to a specific work order is displayed on two separate lines of the output. Note in the lower left corner of the screen, the total number of work orders contained in the report output is displayed.

- All functions on this screen work the same as the functions on Report Screen (53Ø) for the In-House Status Report. See paragraph 5.9 for detailed explanations of these functions.

  We will press SF9 twice to return to the Report Generator Main Menu Screen (5ØØ), then press F3 to access the Customer Status Report Screen (7Ø5).

5.12 CUSTOMER STATUS REPORT DISPLAY

```
                        ***  EMERGENCY SERVICES  ***                DISPLAY 7Ø5
                      ***  CUSTOMER STATUS REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER:  Ø5
     REPORT TITLE:
     FILE SELECTION:  ACTIVE:   HISTORY:  X  BOTH:      (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            Ø3        Ø1
            Ø8        851ØØ1                     851Ø31


     SORT SEQUENCE:  ITEM 1:  Ø5        PAGE BREAK 1 - ITEM NO:
                     ITEM 2:  Ø6        PAGE BREAK 2 - ITEM NO:
                     ITEM 3:
                     ITEM 4:
                     ITEM 5:
-------------------------------------------------------------------------------
F1=FIND REPORT NO: __       F5=ADD       F6=MODIFY      F7=DELETE
F8=TEMPORARY REPORT         F9=GENERATE REPORT          SF8=HELP
SF9=RETURN TO REPORT GENERATOR MENU                    SF1Ø=RETURN TO MAIN MENU
```

The Display Report Screen (7Ø5) is accessed by pressing F3 on the Report Generator Menu Screen (5ØØ). Upon initial entry, the screen will appear as a blank form.

- All functions on this screen work the same as the functions on Display Screen (5Ø5) for the In-House Status Report. Screens within the available functions are numbered in the 7ØØ series rather than the 5ØØ series. See paragraph 5.3 for detailed explanations of these functions.

  We will press F9 to generate a customer status report.

5.12.1 CUSTOMER STATUS REPORT

```
DATE:  86/Ø5/13        ***  EMERGENCY/SERVICE SYSTEM  ***            REPORT 73Ø
                        ***  CUSTOMER STATUS REPORT  ***
               ***  CUSTOMER STATUS REPORT BY CUSTOMER CODE  ***

JOB ORDER NO   DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
WO #  LCC CC   BLDG NO     WORK LOC   INV  EQP NO        CALLER
DATE REC'D     DATE START  DATE COMPL STATUS             PHONE NO
--------------------------------------------------------------------------------

2AØ1Ø          REMOVE              DEBRIS                FROM GUTTER
28649  Ø1  A   952F        BLDG                          HANEY
85 1Ø Ø4       85 1Ø Ø5    85 1Ø Ø5  H                   5558725

2A1Ø38         DISCONNECT          CONNECT               STOVE
28313  Ø1  A   973B        KITCHEN                       WRIGHT
85 1Ø 22       85 1Ø 22    85 1Ø 22  H                   555-Ø876

2A11Ø2         SPRAY               HOUSE FOR             SPIDERS
28258  Ø1  A   962C        HOUSE                         RODRIGUEZ
85 1Ø 22       85 1Ø 24    85 1Ø 24  H                   4861873
--------------------------------------------------------------------------------
F2=FIRST PAGE                  F3=NEXT PAGE                    F4=PREVIOUS PAGE
F9=REPORT SUMMARY              F1Ø=PRINT REPORT/SUMMARY        SF9=EXIT REPORT
DISPLAY CUSTOMER STATUS ENTRIES:  123Ø
```

The Report Screen is accessed by pressing F9 on the Display Report Screen. The Report Screen displays the data output generated by running a particular report. Only those work orders which met the selection criteria specified for the report are contained in the data output. The information pertaining to a specific work order is displayed on three separate lines of the output. Note in the lower left corner of the screen, the total number of work orders contained in the report output is displayed.

- All functions on this screen work the same as the functions on Report Screen (53Ø) for the In-House Status Report. See paragraph 5.9 for detailed explanations of these functions.

  We will press SF9 twice to return to the Report Generator Main Menu Screen (5ØØ), then press F4 to access the Summary Report Screen (8Ø5).

5.13 SUMMARY REPORT DISPLAY

```
                        ***  EMERGENCY SERVICES  ***                DISPLAY 805
                          ***  SUMMARY REPORT  ***
-------------------------------------------------------------------------------
     REPORT NUMBER: 05
     REPORT TITLE:  CUSTOMERS FOR FISCAL YEAR 1985
     FILE SELECTION:  ACTIVE:   HISTORY:     BOTH:  X   (ENTER AN "X" BY ONE)
     SELECTION CRITERIA:
          ITEM NO    VALUE(FROM)                VALUE(TO)
            03        01
            08        851001                     860930


     SORT SEQUENCE:  ITEM 1:            PAGE BREAK 1 - ITEM NO:
                     ITEM 2:            PAGE BREAK 2 - ITEM NO:
                     ITEM 3:
                     ITEM 4:
                     ITEM 5:
-------------------------------------------------------------------------------
F1=FIND REPORT NO: __       F5=ADD       F6=MODIFY      F7=DELETE
F8=TEMPORARY REPORT         F9=GENERATE REPORT         SF8=HELP
SF9=RETURN TO REPORT GENERATOR MENU                    SF10=RETURN TO MAIN MENU
```

The Display Summary Report Screen (805) is accessed by pressing F4 on the Report Generator Menu Screen (500). Upon initial entry, the screen will appear as a blank form.

- All functions on this screen work the same as the functions on the Display Screen (505) for the In-House Status Report. Screens within the available functions are numbered in the 800 series rather than the 500 series. See paragraph 5.3 for detailed explanations of these functions.

  We will press F9 to generate a summary report.

5.13.1 SUMMARY REPORT

```
DATE:  86/05/13          ***  EMERGENCY/SERVICE SYSTEM  ***    REPORT DISPLAY 835
RECORDS FOUND:  10000        ***  SUMMARY REPORT  ***

------------------------------------------------------------------------------
                                        TOTAL
------------------------------------------------------------------------------
A.  JOBS FOUND                          10000
B.  COMPLETED JOBS                       8000
C.  UNCOMPLETED JOBS                     2000
D.  AVE. COMPLETED HOURS (H/B)            5.3
E.  AVE. TURNAROUND TIME (DAYS)           3.1
F.  AVE. COST (DOLLARS)                  20.3
------------------------------------------------------------------------------
                                        TOTAL       W/P705 STD       W/O P705 STD
------------------------------------------------------------------------------
G.  ESTIMATED HOURS                    40000.0       39000.0          1000.0
H.  COMPLETED HOURS                    42000.0       41000.0          1000.0
I.  UNCOMPLETED HOURS                   3000.0        2500.0           500.0
J.  P705 USAGE/NONUSAGE (G/G1*100%)    100.0%         97.5%             2.5%
K.  LABOR PERFORMANCE ((G-I)/H*100%)    88.1%         89.0%            50.0%
------------------------------------------------------------------------------
L.  EPS UTILIZATION ((G2-I2)/H1*100%)  ***      86.9%      ***

------------------------------------------------------------------------------
F10=PRINT SUMMARY REPORT                                SF9=EXIT SUMMARY REPORT
```

The Summary Report is accessed by pressing F9 on the Display Summary Report Screen (805). The summary report is a brief statistical analysis of the work orders selected for the report. See Appendix B for definitions of the statistical items shown.

- Press F10 to print a hardcopy of the summary report. See Appendix A for a sample hardcopy summary report.

- Press SF9 to exit the summary report and return to the Display Summary Report Screen.

CHAPTER 6. SUPPORT FUNCTIONS

```
*** EMERGENCY/SERVICE SYSTEM ***          MAIN MENU 11Ø
*** SUPPORT FUNCTIONS MAIN MENU ***         RELEASE 2.Ø

*****************************************************************************
*                                                                           *
*                                                                           *
*                F1 = UPDATE INITIALIZATION TABLE                           *
*                                                                           *
*                F2 = UPDATE CUSTOMER TABLE                                 *
*                                                                           *
*                F3 = UPDATE LOCAL HANDBOOK                                 *
*                                                                           *
*                F4 = PRINT EPS-7Ø5 HANDBOOK                                *
*                                                                           *
*                F5 = PRINT LOCAL HANDBOOK                                  *
*                                                                           *
*                F6 = ARCHIVE HISTORY                                       *
*                                                                           *
*               SF9 = END PROCESSING                                        *
*                                                                           *
*****************************************************************************
```

6.1 SUPPORT FUNCTIONS MAIN MENU. The Support Functions are those functions of the E/S Module which support the module to ensure its smooth execution. The Support Functions Main Menu is accessed outside of the E/S Main Menu by the system administrator rather than a typical user through the BEST System Menus. These functions are not used by the E/S clerk during daily work routine. The Initialization Table, Customer Table, and Local Handbook should be set up as completely as possible prior to attempting execution of the E/S module. The tables may be updated periodically as needed, and the print and archive functions used when the need arises.

- Press F1 to update the Initialization Table. See paragraph 6.2.
- Press F2 to update the Customer Table. See paragraph 6.3.
- Press F3 to update the Local Standards Handbook. See paragraph 6.4.
- Press F4 to print a hardcopy of the EPS-7Ø5 Handbook.
- Press F5 to print a hardcopy of the Local Handbook. See Appendix A for a sample printout.
- Press F6 to access the Archive History Screen to archive history jobs to an archive file. See paragraph 6.5.
- Press SF9 to exit from the E/S Support Functions Main Menu (11Ø).

We will press F1 to access the Initialization Table Screen (115).

6.2 INITIALIZATION TABLE

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***            MODIFY 115
                ***  INITIALIZATION TABLE INFORMATION  ***
--------------------------------------------------------------------------------

                ENTER DESIRED STARTING WORK ORDER NUMBER:  57758

                MODIFY HISTORY:  (Y OR N):  Y

                PRINT STANDARD HOURS ON CHIT?  (Y OR N):  Y

--------------------------------------------------------------------------------

ENTER=SAVE MODIFICATIONS                          SF9=EXIT WITHOUT MODIFYING
```

The Initialization Table Screen (115) is accessed by pressing F1 on the Support Functions Main Menu Screen (11Ø). The initialization table contains information necessary to execute the E/S Module successfully, and thus should be set up prior to attempting to execute the E/S module.

- o Enter desired starting work order number of your choice. Only numerics are valid. The number entered will be assigned to the first work order added by a user. Once a new work order is added, the starting work order number will automatically advance to the next sequential number.

  NOTE: To reuse work order numbers for jobs which have been deleted, reset the starting work order number to the desired number you wish to reuse. The system will automatically generate all deleted numbers and then move on to the next available number in the file.

- o Enter a Y or N to indicate whether or not users will be allowed to modify jobs in history. This is a required field.

- o Enter a Y or N to indicate whether or not the Standard Hours field will appear on a printed hardcopy chit. This is a required field.

- o Press ENTER to save modifications. The message "*** RECORD HAS BEEN MODIFIED ***" will appear to indicate that the save has taken place.

- Press SF9 to exit the Initialization Table Screen without saving modifications or after saving modifications, and return to the Support Functions Main Menu Screen (110).

  We will press SF9 to return to the Main Menu Screen (110), then press F2 to access the Customer Table Display Screen (120).

6.3 CUSTOMER TABLE DISPLAY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 12Ø
                   ***  CUSTOMER TABLE INFORMATION  ***

--------------------------------------------------------------------------------



                        CUSTOMER CODE:      A

                        CUSTOMER NAME:      AM



--------------------------------------------------------------------------------
F1=SEARCH FOR CUSTOMER: ____
F2=FIRST RECORD    F3=NEXT RECORD    F4=PREVIOUS RECORD    F5=ADD    F6=MODIFY
F7=DELETE          F1Ø=PRINT CUSTOMER REPORT               SF9=RETURN TO MENU
```

The Display Customer Table Screen (12Ø) is accessed by pressing F2 on the Support Functions Main Menu Screen (11Ø). The customer table contains all valid customer codes to be entered on E/S chits. The records are displayed in alphanumeric sequence. This table should be set up prior to attempting to execute the E/S Module, since only valid customer codes may be entered on a chit.

- Enter a customer code and press F1 to search for a specific customer record.
- Press F2 to display the first record in the customer table.
- Press F3 to display the next record in the customer table.
- Press F4 to display the previous record in the customer table.
- Press F5 to add a customer record. See paragraph 6.3.1.
- Press F6 to modify a customer record. See paragraph 6.3.2.
- Press F7 to delete a customer record. See paragraph 6.3.3.
- Press F1Ø to print a hardcopy of the Customer Table. See Appendix A for a sample printout.
- Press SF9 to exit the Display Customer Screen and return to the Support Functions Main Menu (11Ø).

We will press F5 to add.

6.3.1 ADD CUSTOMER

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***                ADD 125
                  ***  CUSTOMER TABLE INFORMATION  ***

--------------------------------------------------------------------------------



                    CUSTOMER CODE:      ____

                    CUSTOMER NAME:      ----------------------



--------------------------------------------------------------------------------

ENTER=ADD THIS RECORD                        SF9=EXIT WITHOUT ADDING RECORD
```

The Add Customer Screen (125) is accessed by pressing F5 on the Display Customer Screen (12Ø).

- To add a customer record, enter a customer code and customer name, both required alphanumeric fields, and press ENTER. The record will be added and placed in the alphanumeric sequence of the table.

- Press SF9 to exit the Add Customer Screen without adding a record, and return to the Display Customer Screen (12Ø).

  We will press SF9 to return to the Display Customer Screen (12Ø) without adding, then press F6 to modify.

6.3.2 DELETE CUSTOMER

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DELETE 135
                  ***  CUSTOMER TABLE INFORMATION  ***

--------------------------------------------------------------------------



                    CUSTOMER CODE:      A

                    CUSTOMER NAME:      AM



--------------------------------------------------------------------------

ENTER=DELETE RECORD                                SF9=EXIT WITHOUT DELETING
```

The Delete Customer Screen (135) is accessed by pressing F7 on the Display Customer Screen (12Ø).

- o Press ENTER to delete a customer record

- o Press SF9 to exit the Delete Customer Screen without deleting the customer record and return to the Display Customer Screen (12Ø).

  We will press SF9 twice to return to the Support Functions Main Menu (11Ø) without deleting. Then press F3 to access the Local Standard Screen (16Ø).

6.4 LOCAL STANDARDS HANDBOOK

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 16Ø
                    ***  LOCAL STANDARDS HANDBOOK  ***
--------------------------------------------------------------------------------

     WORK CODE:  LØØ1

     NOUN:       ELECTRICAL

     DESCRIPTION:  REPAIR ELECTRICAL OUTLET

     TRAVEL ZONE 1-4 STANDARD HOURS:  Ø.5

     TRAVEL ZONE 5-9 STANDARD HOURS:  Ø.6

--------------------------------------------------------------------------------
F1=SEARCH FOR WORK CODE:  L___
F2=FIRST RECORD     F3=NEXT RECORD     F4=PREVIOUS RECORD     F5=ADD     F6=MODIFY
F7=DELETE           F1Ø=PRINT LOCAL STANDARDS                 SF9=RETURN TO MENU
```

The Display Local Standard Screen (16Ø) is accessed by pressing F3 on the Support Functions Main Screen (11Ø). The Local Standards Handbook contains E/S time standards developed locally by an activity to cover those task areas which are not sufficiently covered by the EPS-7Ø5 handbook standards.

- Enter a local work code and press F1 to search for a specific local standard record.
- Press F2 to display the first record in the Local Standards Handbook.
- Press F3 to display the next record in the Local Standards Handbook.
- Press F4 to display the previous record in the Local Standards Handbook.
- Press F5 to add a local standard. See paragraph 6.4.1.
- Press F6 to modify a local standard. See paragraph 6.4.2.
- Press F7 to delete a local standard. See paragraph 6.4.3.
- Press F1Ø to print a hardcopy of the Local Standards Handbook.
- Press SF9 to exit the Display Local Standard Screen and return to the Support Functions Display Main Menu (11Ø).

  We will press F5 to add.

6.4.1 ADD A LOCAL STANDARD

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***                ADD 165
                    ***  LOCAL STANDARDS HANDBOOK  ***

--------------------------------------------------------------------------------

     WORK CODE:  L___

     NOUN:          ----------------------

     DESCRIPTION:  ------------------------------------------------------------

     TRAVEL ZONE 1-4 STANDARD HOURS:  ____

     TRAVEL ZONE 5-9 STANDARD HOURS:  ____

--------------------------------------------------------------------------------
ENTER=ADD THIS RECORD                              SF9=EXIT WITHOUT ADDING RECORD
```

The Add Local Standard Screen (165) is accessed by pressing F5 on the Display Local Standard Screen (160).

- To add a local standard, enter data and press ENTER. All data fields are required except for Travel Zone 5-9 Standard Hours. The work code entered must be numeric, and is automatically prefixed with the letter "L" to designate that this is a local standard rather than a P-705 handbook standard.

- Press SF9 to exit the Add Local Standard Screen without adding a record, and return to the Display Local Standard Screen (160).

  We will press SF9 to return to Display Local Standard Screen (160), then press F6 to modify.

6.4.2 MODIFY A LOCAL STANDARD

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          MODIFY 17Ø
                    ***  LOCAL STANDARDS HANDBOOK  ***
--------------------------------------------------------------------------------

     WORK CODE:  LØØ1

     NOUN:        ELECTRICAL

     DESCRIPTION: REPAIR ELECTRICAL OUTLET

     TRAVEL ZONE 1-4 STANDARD HOURS:  Ø.5

     TRAVEL ZONE 5-9 STANDARD HOURS:  Ø.6

--------------------------------------------------------------------------------
ENTER=MODIFY THIS RECORD                  SF9=EXIT WITHOUT SAVING MODIFICATIONS
```

The Modify Local Standard Screen (17Ø) is accessed by pressing F6 on the Display Local Standard Screen (16Ø).

- To modify a local standard, make modifications and press ENTER to save modifications. Work Code is a nonmodifiable field since it is the key in the Local Standards Handbook.

- Press SF9 to exit the Modify Local Standard Screen without saving modifications, and return to the Display Local Standard Screen (16Ø).

  We will press SF9 to return to Display Local Standard Screen (16Ø), then press F7 to delete.

6.4.3 DELETE A LOCAL STANDARD

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          DELETE 175
                    ***  LOCAL STANDARDS HANDBOOK  ***
--------------------------------------------------------------------------------

     WORK CODE:  LØØ1

     NOUN:        ELECTRICAL

     DESCRIPTION: REPAIR ELECTRICAL OUTLET

     TRAVEL ZONE 1-4 STANDARD HOURS:  Ø.5

     TRAVEL ZONE 5-9 STANDARD HOURS:  Ø.6

--------------------------------------------------------------------------------
ENTER=DELETE THIS RECORD                          SF9=EXIT WITHOUT DELETING
```

The Delete Local Standard Screen (175) is accessed by pressing F7 on the Display Local Standard Screen (16Ø).

- Press ENTER to delete a local standard.

- Press F9 to exit the Delete Local Standard Screen (175) without deleting to the local standard, and return to the Display Local Standard Screen (16Ø).

  We will press SF9 twice to return to the Support Functions Display Main Menu (11Ø), then press F6 to access the Archive History Screen (15Ø).

6.5 ARCHIVE HISTORY

```
                    ***  EMERGENCY/SERVICE SYSTEM  ***          ARCHIVE 15Ø
                        ***  ARCHIVE HISTORY  ***

--------------------------------------------------------------------------------



     ARCHIVE JOBS FROM THE HISTORY FILE WITH
       A COMPLETION DATE PRIOR TO (YYMMDD):  __ __ __

     ARCHIVE FILE NAME:              ______________________________________
     ARCHIVE MATERIAL FILE NAME:     ______________________________________



--------------------------------------------------------------------------------
ENTER=ARCHIVE JOBS FROM HISTORY FILE                   SF9=RETURN TO MAIN MENU
```

The Archive History Screen (15Ø) is accessed by pressing F6 on the Support Functions Main Menu Screen (11Ø). Archive means to move records to a place where historical documents are preserved. In the case of E/S, archive means to move E/S jobs from the history file to an archive file.

The main purpose for archiving E/S jobs is to remove old, seldom used jobs from the history file and place them in an archive file located on a removable disk pack for safekeeping. Archiving allows the history file to become smaller in size; this frees up space on the disk drive and also allows the E/S module to run faster and more efficiently.

An E/S job is stored in two files. The first two pages of a chit are stored in the file HESFILE. The third page containing chit material information is stored in the file HESMATL. When a job is archived, all three pages are archived at the same time.

- To archive jobs, enter a completion date and the full pathnames to the desired archive files; press ENTER. The archive files may be located wherever desired and named any desired name. After the archiving is completed, a hardcopy printout summarizing the archive is generated. See Appendix A for a sample printout.

- Press SF9 to return to the Support Functions Main Menu (11Ø).

GLOSSARY

GLOSSARY

Active Directory. A file containing all active Work Orders and the unpurged completed and cancelled Work Orders.

Actual Hours. The number of hours required for work center/craft to complete work on a work order.

Building Number. An identification number assigned to and marked on each facility at an activity.

Caller's Name. Name of the person calling in the request for services.

Customer Code. Identification code of a customer receiving the Emergency/Service support.

Date Completed. The date on which the Emergency/Service requirement was completed by the Public Works Department.

Date Received. The date on which the Work Receptionist or the duty desk received the request for Emergency/Service support.

Date Started. The date the Emergency/Service work was actually started.

Delay Code. A code used to indicate the reason for nonperformance.

Description (Verb, Adj., Noun). Clear, concise statement of the exact work the originator request and the known material requirements.

Equipment Number. A number that identifies a particular piece of Class 3 or 4 plant property. This number is assigned by the Comptroller Department.

Error Message. A message reporting that an error was detected during computer editing of input information.

History Directory. A file containing all purged completed and cancelled Work Orders.

Inventory Code. A 3-digit code locally assigned by an activity to group like pieces of equipment together; i.e., COM = compressors.

Job Order Number. An accounting number that identifies a customer and is used to accumulate all costs, expenses, and performance data required by the Public Works Department. This number is promulgated by the area authorized accounting activity and may be revised on a fiscal year basis.

Labor Class Code (LCC). A number that specifies the labor type used in support of the Work Order.

Material Required. Material required to accomplish the work order.

P-705. P-705 book - Emergency/Service Handbook contains industrial standards for E/S tasks.

Primary Work Center. A number and craft code that identifies the primary work center.

Purge. The action of moving completed Work Orders from Active Directory to the History Directory.

Report Date. The date on which the report is generated.

Screen Number. A unique three digit number which appears in the upper right hand corner of every screen.

Secondary Work Center. A number and craft code that identifies the secondary work center/craft.

Selection Criteria. The specific requirements a Work Order must meet to be on a certain report.

Shop Comments. Notes handwritten on the chit about the actual performance of the work when the chit returns from the shop.

Special Instructions. Notes about doing the work for the benefit of the shop.

Standard Hours. The estimated number of hours for accomplishing a given type of Emergency/Service requirement by a given work center/craft may be a P-705 standard a local standard, or manually input.

Telephone Number. Telephone number or extension where the originator of the Emergency/Service request can be reached.

Third Work Center. A number and craft code that identifies the third work center/craft.

Time. Twenty-four hour clock time the call was received.

Total Cost. The total labor/material per work order chit.

Work Center/Craft Assigned (WC/C ASGN). A number and craft code that identifies the assigned work area with the Public Works Department.

Work Center/Craft Performing (WC/C PERF). A number and craft code that identifies the performing work area within the Public Works Department. This code allows reassignment of an Emergency/Service requirement to a new work center/craft.

Work Code (W/CODE). A code referring to a specific work standard in the P-705 Handbook or Local Standard Handbook.

Work Location. The room number or other number identifying a location within a given facility.

Work Order Number. A sequential number assigned to each Emergency/Service Work Order.

Work Receptionist. The person who receives the Work Order.

Zone. The travel zone in which the Work Order (Job Task) is to be performed.

APPENDIX A

PRINTOUT SAMPLES

*** EMERGENCY/SERVICE SYSTEM *** DATE: 84 07 31
*** WORK ORDER DIRECTORY *** PAGE: 1

JOB ORDER WO	LCC	BUILDING	DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN) WORK LOC	CUSTOMER	RECEIVED	PRIM ASGN	STATUS
2N5073			REPAIR	GAS		LEAK	
27924	02	2053	B-14	PW	840210	68B	COMPLETED
2N5010			REPAIR	LEAKY		ROOF	
27946	01	63	ROOF	B	840211	51R	COMPLETED
2A1406			REPLACE	BROKEN		DOOR LOCKS	
27996	01	943C	HOUSE	PH	840212	55L	ACTIVE
2N5010			RE-ACTIVATE	STEAM TO		BLDG	
27997	01	43	BLDG	N	840212	68B	ACTIVE
2A2407			REPLACE	CRACKED		COMMODE SEAT	
27998	01	1064B	BATHROOM	PH	840212	55P	ACTIVE
2X8520			REPAIR	LEAKING		MICROFICHE MACHINE	
27999	01	2	MICRO RM	R	840212	55P	ACTIVE
2A2416			RELIGHT	HOT		WATER HEATER	
28000	01	1044A	HOUSE	PH	840212	55P	ACTIVE
2A2408			REPAIR	BROKEN		FRONT DOOR HINGE	
28001	01	1102A	FRT DOOR	PH	840212	55E	ACTIVE
2A1601			FILL-IN	HOLES AROUND		INSPECTION VALVES	
28002	01	2090	SEWER LNS	PH	840212	56L	ACTIVE
2N5010			REPAIR	INOPERATIVE		COMMODE	
28003	01	293	M/HEAD	Q	840212	55P	ACTIVE
2X8520			PICKUP AND	MOUNT		CHALKBOARD	
28005	01	14	RM 169	R	840212	55C	ACTIVE
2A2406			REPLACE	BROKEN		WINDOW SHADE	
28006	01	1016	BEDRM	PH	840212	55C	ACTIVE
2X2101			SET	TRAPS FOR		MICE	
28007	01	1169	BLDG	K	840212	58P	ACTIVE
2N5010			REPLACE	BURNED OUT		FLO LITES	
28008	01	238N	BLDG	U	840212	55E	ACTIVE
2X2218			RE-SECURE	BLDG		SIGNS	
28009	01	528	BLDG	B	840212	55C	ACTIVE

*** END OF ACTIVE DIRECTORY ***

*** EMERGENCY/SERVICE SYSTEM ***
*** WORK ORDER DIRECTORY ***

DATE: 84 Ø7 31
PAGE: 1

JOB ORDER WO	LCC	BUILDING	DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN) WORK LOC	CUSTOMER	COMPLETED	PRIM ASGN	STATUS
1A79Ø3			REHANG	SAGGING		DOOR	
11114	Ø1	4Ø	RM 11Ø	L	84 3 31	53P	HISTORY
2X22Ø9			FABRICATE	DUPLICATE		KEYS	
2Ø989	Ø1	14	BLDG	A	84 3 17	55L	HISTORY
2A16Ø1			SPRAY	FOR		ANTS	
22461	Ø1	976C	HOUSE	PH	84 3 2Ø		HISTORY
2U7Ø25			REPLACE	BURNED OUT		LITES	
236Ø4	Ø1	ANNEX 3	BLDG	S	84 3 9	55E	HISTORY
12N5Ø1Ø			REPAIR	BROKEN		FAN	
13758	Ø1	11	MENS/HEAD	Z	84 2 1Ø	55E	HISTORY
2A14Ø6			PROVIDE	NEW		WINDOW SHADES	
25897	Ø1	985C	BEDROOMS	PH	84 2 1Ø	55C	HISTORY
2A24Ø7			REPAIR	BROKEN		BROILER DOOR	
26Ø38	Ø1	1Ø37	KITCHEN	PH	84 2 1Ø	55P	HISTORY
2A14Ø6			REPAIR	CRACKED		WALL	
26Ø55	Ø1	933A	KITCHEN	PH	84 2 1Ø	55P	HISTORY
2A14Ø6			REPLACE	MISSING		CABINET SHELF	
26Ø73	Ø1	961C	KITCHEN	PH	84 2 9	55C	HISTORY
2U8Ø33			REPAIR	INOPERATIVE		INTERCOM	
26123	Ø1	5Ø	BLDG	M	84 2 1	64E	HISTORY
2A24Ø8			REPAIR	BROKEN		DOOR LOCK	
26144	Ø1	1Ø82A	BLDG	PH	84 2 9	55C	HISTORY
2U7Ø25			REPLACE	BROKEN		SAFETY GLASS	
26621	Ø1	11	C-63ØØ	S	8424	51C	HISTORY
2U6ØØ3			REPLACE	BROKEN		DOOR	
27425	Ø1	56Ø	ROOM 263	P	84 2 11	51C	HISTORY
2X22Ø9			INSTALL	NEW		BRACKETS	
27428	Ø1	14	ROOM 114	A	84 2 5	55C	HISTORY
2N5Ø11			REPLACE	BROKEN		SHOWER HEAD	
27872	Ø1	12Ø1	R-212	A	84 2 11	55P	HISTORY

*** END OF HISTORY DIRECTORY ***

*** EMERGENCY/SERVICE SYSTEM *** 86 MAY 13

W O NUMBER:5778Ø *** SERVICE WORK AUTHORIZATION ***

CALLER'S NAME	CUSTOMER CODE	BUILDING NUMBER	WORK LOCATION	ZONE
ANN JONES	A	4Ø	RM 6	3

PHONE NUMBER	EQUIPMENT NUM.	INVENTORY CODE	JOB ORDER NUMBER	LC CODE
X-1234			6N4ØØØ	Ø1

DESCRIPTION OF WORK (VERB, ADJ, NOUN)

REPAIR BROKEN DOOR CLOSER

SPECIAL INSTRUCTIONS: REPAIR BROKEN DOOR CLOSER. DOORS SLAM SHUT CAUSING DAMAGE TO THE DOOR HINGES.
MATERIAL ORDERED 5/5/86

DATE RECEIVED	TIME	WORK RECEPTIONIST
86 5 1	8Ø2	JANE SMITH

SHOP COMMENTS: DOOR CLOSER BROKEN BEYOND REPAIR. NEED NEW CLOSER.

DATE STARTED	DATE COMPLETED	STATUS	DELAY CODE
86 5 2		ACTIVE	M

PRIMARY WC/C ASSIGNED	STD HOURS	PRIMARY WCODE	SECOND WC/C ASSIGNED	STD HOURS	SECOND WCODE	THIRD WC/C ASSIGNED	STD HOURS	THIRD WCODE
55C	.5	1Ø86	05P					

PRIMARY WC/C PERFORMING	ACTUAL HOURS	SECOND WC/C PERFORMING	ACTUAL HOURS	THIRD WC/C PERFORMING	ACTUAL HOURS

TOTAL COST: $ Ø CRAFTSMAN:CLIFFORD

*** MATERIAL REQUIRED - DETAILED LINE ITEMS ***

MANUFACTURER	MODEL	CATALOG #	PAGE	SERIAL #	VENDOR	RECEIVED BY
NORTON	788-F	92		163	AMERLOC	

*** MATERIAL REQUIRED - GENERIC LINE ITEMS ***

MATERIAL DESCRIPTION	QUANTITY	UNITS	PART NUMBER
CLOSER,DOOR,HYDRAULIC,BRONZ	2	EA	149A

*** EMERGENCY SERVICE STATUS REPORT ***
CUSTOMERS FOR OCTOBER 1985

*** REPORT SELECTION STATUS ***

REPORT NUMBER: Ø5

REPORT TITLE: CUSTOMERS FOR OCTOBER 1985

FILE SELECTION: HISTORY

SELECTION CRITERIA:

ITEM NO	VALUE(FROM)	VALUE(TO)
Ø3	Ø1	
Ø8	851ØØ1	851Ø31

SORT SEQUENCE: ITEM 1: Ø5 PAGE BREAK 1 - ITEM NO: Ø5
ITEM 2: Ø6 PAGE BREAK 2 - ITEM NO:
ITEM 3:
ITEM 4:
ITEM 5:

***CUSTOMERS FOR OCTOBER 1985 ***

JOB ORDER NO. WO LCC INV EQP NO CALLER	DESCRIPTION	PHONE NO.	REC'D STRTD CMPLTD STATUS	WC/1 S-HR A-HR CRAFTSMAN	WC/2 S-HR A-HR	WC/3 S-HR A-HR	COST T-ST T-ACT	CC BLDG WORK	DLY NO. LOC
5N4000	REPAIR		851009	68A				A	B
68368 01	LINE		851009	1.1			1.1	72	
	WATER LEAK		851010	6.0			6.0	N.E.	
PAM		X4294	H MAURICE					CORN.	
5N4000	CHANGE		851010	55E				A	B
68372 01	2 FLO		851010	.6			.6	52	
	FIXTURE		851010	.5			.5	2ND	
DEBGODA		X4314	H ANA					DECK	
5N4000	REPAIR		851010	62A	61E	55P		A	B
68421 01	CIRCUIT		851010	1.1			1.1	45	
	BREAKER		851010	.5			1.0	3.0	.5
JOHN		X4294	H BILL/STEPHEN						
2A2308	CHECK AND		851011	55E				A	
69288 01	REPAIR		851011	3.1			3.1	1115A	
	STOVE		851011	2.0			2.0	NITE	
CASTRO		4833036	H CRIBBS						
2A2409	CHECK AND		851011	55E				A	
69289 01 FUR	REPAIR		851012	.4			.4	1125A	
	FURNACE		851013	2.0			2.0	NITE	
BARCHETT		4861286	H CRIBBS						
2N5010	UNLOCK		851011	55L				A	
69835 01	INOPERATIVE		851012					835	
	DOOR LOCK		851013	1.0			1.0	BLDG	
RICK		X4161	H BISHOP						

*** CUSTOMERS FOR OCTOBER 1985 ***

JOB ORDER NO. WO LCC INV EQP NO CALLER	DESCRIPTION PHONE NO.	REC'D STRTD CMPLTD STATUS	WC/1 S-HR A-HR CRAFTSMAN	WC/2 S-HR A-HR	WC/3 S-HR A-HR	COST T-ST T-ACT	CC BLDG WORK	DLY NO. LOC
2N5010	UNPLUG	851001	55P				B	
67950 01	CLOGGED	851001	4.0			4.0	61	
	FLOOR DRAINS	851001	2.0			2.0	MESS DECK	
KATHY	X5900	H	SAABYE					
2A2407	UNPLUG	851001	55P				B	
68837 01	CLOGGED	851001					1082A	
	COMMODE/TUB	851001	3.1			3.1	BATHRM	
RANDALL		H	PARADA					
2N5010	REPAIR	851002	62A				B	
69920 01	LEAKING	851002	.5			.5	352	
	FOUNTAIN	851002	2.0			2.0	BLDG	
MARY	X5351	H	OSCAR					
2U4000	REPAIR	851002	63T				B	
70086 01	INOPERATIVE	851002						
	PHONE	851002	2.0			2.0		
MCB QTR DK	X4571	H	JONES					

JOB ORDER NO. WORK ORDER	LCC	DESCRIPTION (NOUN) EQP NUMBER	DATE RECD	DATE STRT	DATE COMP	CC	BUILDING STATUS	WORK LOCATION
2A14Ø7 28213	Ø1	SEWER LINE	287	287	287	PH	962D H	BLDG
2A14Ø7 28264	Ø1	KITCHEN SINK PIPE	288	288	288	PH	943C H	NITE
2A14Ø7 28473	Ø1	COMMODE	288	288	288	PH	986D H	BATHROOM
2A14Ø7 28514	Ø1	ELECTRICAL OUTLET	288	288	288	PH	96ØB H	HOUSE
2A14Ø7 28767	Ø1	TOILET	288	288	288	PH	95ØA H	BATHROOM
5N4ØØØ 68Ø54	Ø1	WINDOW SCREEN	279	279	279	PW	323 A	
5U4ØØ2 68Ø59	Ø1	DOOR CLOSER	279	279	279	PW	56Ø A	2ND DECK
5N4ØØØ 68Ø7Ø	Ø1	SOLENOID VALVE	279	279	279	PW	433 A	
5A41Ø8 68123	Ø1	TRASH CANS	279	279	279	PW	1126A A	
5N4ØØØ 68138	Ø1	FLOOR TILE	279	279	279	PW	61 A	VARIOUS
5A41Ø9 68279	Ø1	DRAIN	281	281	281	PW	968 A	BATH/UTILI
5N4ØØØ 68294	Ø1	FIRE ALARM	281	281	281	PW	55 A	
5M4ØØØ 68295	Ø1	FIRE ALARM	281	281	281	PW	56 A	
5N4ØØØ 68391	Ø1	DOOR CLOSER	281	281	281	PW	5Ø A	WAREHOUSE
5A4151 68624	Ø1	STOVE	281	281	281	PW	943C A	KITCHEN
5U4356 68626	Ø1	COMPRESSOR	281	281	281	PW	7 A	

*** CUSTOMER STATUS REPORT BY CUSTOMER CODE ***

JOB ORDER NO. WO # LCC CC DATE REC'D	DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN) BLDG NO. DATE START	WORK LOC DATE COMP	INV EQP NO STATUS	CALLER PHONE NO
2A010	REMOVE		DEBRIS	FROM GUTTER
28649 10 A	952F	BLDG		HANEY
85 10 04	85 10 05	85 10 05 H		5558725
2A1038	DISCONNECT		CONNECT	STOVE
28313 01 A	973B	KITCHEN		WRIGHT
85 10 22	85 10 22	85 10 22 H		555-0876
2A1102	SPRAY		HOUSE FOR	SPIDERS
28258 01 A	962C	HOUSE		RODRIGUEZ
85 10 22	85 10 24	85 10 24 H		4861873
5N4000	REPAIR		RUNNING	SHOWER
70010 01 B	69	OFC SHR		PAM
851022	851022	851022	A	
5N4000	REPLACE		3' COVER	FIXTURE
70145 01 B	1164			ENCARNACION
851022	851022	851022	A	
5N4001	RELAMP		4 LIGHTS	FIXTURE
70935 01 B	1181	MAIN/EAST		CROOK
851022	851022	851022	A	
5N4028	SECURE		BOTTOM OF	FENCE
71010 01 B	5068	TENNIS CT	5B107	JOHANSEN
851022	851022	851022	A	
5N4001	REPAIR		CIRCULATING	PUMP
71076 01 B	1182	EQUIP RM	EQR	BARNEY
851022	851022	851022	A	

*** EMERGENCY SERVICE STATUS REPORT *** PAGE 1
*** CUSTOMERS FOR FISCAL YEAR 1985 ***

*** SUMMARY REPORT ***

TOTAL RECORD FOUND: 10000

	TOTAL
A. JOBS FOUND	10000
B. COMPLETED JOBS	8000
C. UNCOMPLETED JOBS	2000
D. AVE. COMPLETED HOURS (H/B)	5.3
E. AVE. TURNAROUND TIME (DAYS)	3.1
F. AVE. COST (DOLLARS)	20.3

	TOTAL	W/P705 STD	W/O P705 STD
G. ESTIMATED HOURS	40000.0	39000.0	1000.0
H. COMPLETED HOURS	42000.0	41000.0	1000.0
I. UNCOMPLETED HOURS	3000.0	2500.0	500.0
J. P705 USAGE/NONUSAGE (G/G1*100%)	100.0%	97.5	2.5%
K. LABOR PERFORMANCE ((G-1)/H*100%)	88.1%	89.0%	50.0%

L. EPS UTILIZATION ((G2-I2)H1*100%) *** 86.9% ***

NUM	REPORT TITLE / SELECTED DATA ELEMENTS				FORMAT	FILE SORT SEQ	PG BRK
	ITEM NO	DATA ELEMENT	FROM VALUE	TO VALUE			
Ø3	EQUIPMENT FAILURE				ON-HOUSE STATUS	ACT	
	1. Ø6	DATE RECEIVED	86Ø2Ø1	86Ø7Ø1		Ø6	
	2. 24	EQUIPMENT NO	324	324			
	3.						
	4.						
	5.						
Ø7	JOBS COMPLETED IN AFTER JANUARY (WCC 51C ONLY)				IN-HOUSE STATUS	HIST	
	1. 16	PRIM WC/C PERF	51C				
	2. Ø6	DATE RECEIVED	85Ø1Ø1	851Ø3Ø		Ø6	
	3.						
	4.						
	5.						
Ø1	INDEX OF BLDG 4Ø				OPERATOR'S INDEX	ACT	
	1. 24	EQUIPMENT NO	4Ø	4Ø			
	2.						
	3.						
	4.						
	5.						
Ø1	STATUS OF CUSTOMER JOBS				CUSTOMER STATUS	ACT	
	1. Ø5	CUSTOMER CODE	L	Q		Ø5	Ø5
	2.						
	3.						
	4.						
	5.						
Ø1	SUMMARY REPORT OF BUILDING 4Ø JOBS				SUMMARY REPORT	BOTH	
	1. 24	EQUIPMENT NO	4Ø	4Ø			24
	2.						
	3.						
	4.						
	5.						

*** EMERGENCY SERVICE SYSTEM ***
*** CUSTOMER REPORT ***

CODE	CUSTOMER
1111	US COAST GUARD TEST
1234	CESO TEST SITE
3333	CESO TEST DATA
4444	US NAVY
5555	US NAVY
789Ø	US NAVY
A	ADMIN
B	MILAFF
C	UNASSIGNED
D	UNASSIGNED
F	PORSVC
G	CED
H	HOSP
J	DENTAL
K	EXCH
L	CESO
M	COMMST
N	CECOS
P	CEL
PH	HOUSO
PW	PUBWKS
Q	NCTC
R	FACSO

*** EMERGENCY SERVICE SYSTEM *** DATE: 86 Ø5 Ø1
*** END OF YEAR HISTORY PURGE ***

FILE NAME	NUMBER OF RECORDS	PURGE DATE
ES85 HESFILE	5ØØØ	85 1Ø Ø1
ES85 HESMATL	2ØØØ	85 1Ø Ø1

APPENDIX B

Summary Report Statistic Definitions

APPENDIX B

Summary Report Statistic Definitions

A. JOBS FOUND. The total number of work orders found which met the Selection Criteria specified for the report.

B. COMPLETED JOBS. The number of work orders found which have been completed (such as, status of COMPLETED or HISTORY).

C. UNCOMPLETED JOBS. The number of work orders which have not been completed (such as, status of ACTIVE).

D. AVERAGE COMPLETED HOURS. The result of the Completed Hours Total divided by the Completed Jobs Total. (H/B)

E. AVERAGE TURN-AROUND TIME (days). The sum of the difference between the date completed and the date received in days for all jobs found, divided by Jobs Found [(Date completed - Date Received)/Jobs Found)].

F. AVERAGE COST (dollars). The sum of the total costs for all jobs found, divided by Jobs Found (Total cost/Jobs Found).

Lines G through K are calculated for three individual columns:

TOTAL (Column 1) - includes all work center/craft hours in Jobs Found.

W/P7Ø5 STD (Column 3) - includes all work center/craft hours in Jobs Found which have a related Local Standard work code or for which no work code exists.

W/O P7Ø5 STD (Column 3) - includes all work center/craft hours in Jobs Found which have a related Local Standard work ccode or for which no work code exists.

G. ESTIMATED HOURS. The sum of all estimated standard hours for work center/crafts in Jobs Found meeting column criteria.

H. COMPLETED HOURS. The sum of all actual completed hours for work center/crafts in Jobs Found meeting column criteria.

I. UNCOMPLETED HOURS. The sum of all estimated standard hours for work center/crafts not having actual completed hours in Jobs Found, meeting column criteria

J. P7Ø5 USAGE/NONUSAGE. The percentage of estimated hours determined by using P7Ø5 and non-P7Ø5 methods. P-7Ø5 usage is a result of total estimated hours divided by W/P7Ø5 standard hours multiplied by 1ØØ%. (G2/G1 x 1ØØ%)
P7Ø5 Nonusage is a result of total estimated hours divided by W/o P7Ø5 standard hours multiplied by 1ØØ%. (G3/G1 x 1ØØ%).

K. LABOR PERFORMANCE. Percentage to measure how closely work center/craft work performance is to estimated hours for labor performed. The result of estimated hours minus uncompleted hours, divided by completed hours multiplied by 100%. [G-I)/H x 100%]

L. EPS UTILIZATION. Percentage expressing what fraction of completed work hours was estimated utilizing P-705 standard hours for the work accomplished. The result of estimated hours w/P705 standard minus uncompleted hours w/P705 standard, divided by completed hours total, and multiplied by 100%. [(G2 - I2)/H1 x 100%]

APPENDIX C

NAVFAC P-7Ø5 NOUNS

APPENDIX C

NAVFAC P-705 Nouns

A/C CENTRAL UNIT
A/C PACKAGE UNIT
A/C, WINDOW
ACOUSTICAL TILE
AIR COMPRESSOR
AIR CONDITIONER
AIR HOSE
AIR PURIFIER
ALARM
AMPLIFIER
ANIMALS
ANTENNA
ANTENNA LEAD-IN
APPLIANCE
ASPHALT
ASPHALT TILE
AUTOCLAVE
AWNING
BALLAST
BANDSAW
BARRICADE
BASEBOARD
BASEBOARD HEATER
BASIN
BATH TUB
BATHROOM
BATHTUB
BATTERIES
BATTERY CHARGER
BEARINGS
BED PAN WASHER
BED, HOSPITAL
BEER COOLER
BEES
BEES/WASPS
BELL
BELT
BELT SANDER
BIRD NEST
BLACKBOARD
BLADE
BLINDS
BOILERS
BOLT
BOOSTER PUMP
BOX
BRACKETS
BREAKER
BRIDGE
BRIDGE LIGHTS
BROILER
BUFFER
BULLETIN BOARD
BUMPER LOGS
BURNER
BUSHING
BUZZER
CABINET
CABINET LOCK
CABLE
CANVAS AWNING
CAPACITOR
CARPET
CAULK
CEILING
CEILING PANELS
CEILING TILE
CEILING TILES
CERAMIC TILE
CHAIN
CHAINLINK FENCE
CHAINS
CHAIR
CHANDELIER
CHARTBOARD
CHLORINATOR
CIRCUIT
CIRCUIT BREAKER
CIRCULATING FAN
CLEAN
CLOCK
CLOTHES DRYER
CLOTHESLINE
COAT HOOKS
COIL
COMMODE
COMPRESSED AIR
COMPRESSOR
CONCRETE
CONDENSATE LINE
CONDENSER
CONDUIT
CONTACT
CONTACTS
CONTAINER
CONVEYOR
COOLER
COOLING TOWER
CORD
COUNTER BALANCE
COUNTERTOP
COVER
COVER PLATE
COVERS
CRANE
CURTAINS
CYPHER LOCK
DAMPER
DESK
DESK LOCK
DIFFUSER
DISHWASHER
DISPOSAL
DOOR
DOOR CLOSER
DOOR KNOB
DOOR LOCK
DOOR PULL
DOOR STOP
DOOR, HANGAR
DOOR, HANGER
DOOR, OVERHEAD
DOOR, STORM
DOORBELL
DOWNSPOUTS
DRAIN
DRAPERIES
DRAPES
DRINKING FOUNTAIN
DRYER
DUCT WORK
DUCTWORK
EARTH MOVING
ELECTRIC CYPHER LOCK
ELECTRIC DOOR
ELECTRIC HEATER
ELECTRIC METER
ELECTRIC MOTOR
ELECTRIC PLUG
ELECTRICAL CHECK
ELECTRICAL CONNECT
ELECTRICAL FIXTURE
ELECTRICAL GROUND
ELECTRICAL MOTOR
ELECTRICAL SWITCH
ELEVATOR
EMERGENCY LIGHT

EQUIPMENT STAND
EXCAVATE
EXHAUST FAN
EXPANSION JOINT
EXPANSION PLATE
FAN
FAUCET
FEEDER LINE
FENCE
FIBERBOARD
FILE CABINET
FILE CABINET LOCK
FILTER
FILTER, AIR
FIRE ALARM
FIRE DOOR
FIRE ESCAPE
FIRE EXTINGUISHER
FIRE HYDRANT
FIRE SPRINKLER
FLOODLIGHT
FLOOR
FLOOR DRAIN
FLOORING
FLUORESCENT
FLUORESCENT LIGHT
FLUSH
FORMICA COUNTERTOP
FOUNTAIN
FRAME
FREEZER
FUEL PUMP
FURNACE
FURNITURE
FUSE
FUSE BOX
GARBAGE DISPOSAL
GAS CYLINDER
GAS HEATER
GAS LINE
GAS TANK CHAINS
GASOLINE PUMP
GATE
GENERATOR
GLASS
GRILL
GRILL, DUCT
GRINDER
GROUND, ELECTRICAL
GROUT
GSA PARTITION
GUARD RAIL
GUARD, MACHINE
GUTTERS
GUY WIRE
GYPSUM BOARD
HAMBURGER MACHINE
HAND SAW
HANDLE
HANDLES
HANDRAIL
HANGAR DOOR
HANGER DOOR
HARDWARE
HASP
HEATER
HEDGE
HIGH TENSION LINE
HINGE
HOIST
HOSE
HOSE BIB
HYDRAULIC PUMP
ICE MAKER
INCANDESCENT
INCANDESCENT LIGHT
INSECTS
INSULATION
INTERCOM
INTRUSION ALARM
JALOUSIES
JUICE MACHINE
KEY
KITCHEN EQUIPMENT
KNOB
LADDER
LAGGING
LATHES
LAUNDRY
LAWN MOWING
LAWN SPRINKLER
LAWNMOWER BLADE
LIGHT
LIGHT FIXTURE
LINE, GAS
LINE, STEAM
LINOLEUM COUNTERTOP
LOCK
LOUVERED DOOR
LUBRICATION
MACHINE
MAILBOX
MAIN STEAM LINE
MANHOLE COVER
MANUAL DOOR
MAP
MEAT SLICER
MEDICINE CABINET
METAL COVER
METAL DOOR
METAL LADDER
METAL SIGN
METAL WINDOW
METER
METER READING
METER, WATER
MILLING MACHINE
MIRROR
MOLDING
MOTOR
MOTOR, ELECTRIC
MOVE
MOWING
NITROGEN CYLINDER
NON-SKID
OIL CHANGE
OIL COOLER
OIL LEAK
OUTLET COVER
OVEN
OVEN, ROTARY
OVERHEAD DOOR
OXYGEN CYLINDER
PA SYSTEM
PAINT
PANEL BREAKER
PANEL, ELECTRICAL
PANS
PARKING
PARTITION
PEST CONTROL
PHOTOCELL
PICTURE FRAME
PIPE
PIPE FITTING
PLAQUE
PLASTER
PLATE
PLAYGROUND EQUIPMENT
PNEUMATIC TUBE
POLE, POWER
POLISHER
PORCH
POST
POTATO PEELER
POWER CHECK
PRESS, HAND
PULL CHAIN
PULLEYS

PUMP
PUMP, SUMP
RADIATOR
RAIL
RAILS
RANGE
RECEPTACLE
RECEPTACLE, ELECTRIC
REFRIGERATION
REFRIGERATOR
RHEOSTAT
ROADS
ROOFING
SAFE
SAFETY CHAINS
SALAD BAR
SANDBLAST
SANDER
SANITATION
SAW
SAW BLADE
SCREEN
SCREEN DOOR
SEAL
SECURITY ALARM
SECURITY FENCE
SECURITY SCREEN
SEPTIC TANK
SERVICE DROP
SEWAGE
SEWAGE PUMP
SHADES
SHAFT
SHAMPOOER
SHELF
SHELVING
SHINGLES
SHIP TO SHORE
SHOE MOLDING
SHOWER
SHOWER CURTAIN ROD
SHOWER DRAIN
SHOWER HEAD
SIGN
SIGN POST
SIGNS
SINK
SINK DRAIN
SLIDING DOOR
SOAP DISH
SOCKET
SOIL
SOLENOID
SPACE HEATER
SPEAKER
SPRING
SPRINKLER
STAIRS
STALL
STARTER
STEAM
STEAM GAUGE
STEAM KETTLE
STEAM LINE
STEAM PRESS
STEAM REGULATOR
STEAM TABLE
STEAM WASHER
STEPS
STORM DOOR
STORM DRAIN
STORM WINDOW
STOVE
STREET LIGHT
STREETS
SUMP PUMP
SUSPENDED CEILING
SWING SET
SWITCH
TABLE
TELEPHONE
TELEPHONE STAND
TELETYPE
TEMP ELEC SERVICE
TERMITE CONTROL
THERMOSTAT
THRESHOLD
TILE
TIME CLOCK
TOASTER
TOILET
TOILET PAPER HOLDER
TOOTH BRUSH HOLDER
TOWEL RACK
TRANSFORMER
TRAP
TRASH REMOVAL
TRAYS
TREE TRIMMING
TREES
TROLLEYS
TUB DRAIN
TUB/SHOER
TV ANTENNA
URINAL
V-BELT
VACUUM
VACUUM CLEANER
VALVE
VANITY
VAULT
VEGETABLE COOLER
VENETIAN BLINDS
VENT
VOLTAGE
VOLTAGE READING
WALK-IN REFRIGERATOR
WALL
WALL CABINET
WALLBOARD
WALLS
WARNING LIGHT
WASH WALLS
WASHBASIN
WASHER
WATER
WATER COOLER
WATER FOUNTAIN
WATER HEATER
WATER LEAK
WATER LINE
WATER PIPE
WATER PRESSURE
WEATHER STRIPPING
WELD
WINDOW
WINDOW A/C UNIT
WINDOW SCREEN
WINDOW, STORM
WIRE
WIRE REPAIR
WOOD DOOR
WOOD FENCE
WOOD SIGN
WOODEN DOOR

APPENDIX D

REPORT SELECTION EXAMPLES

APPENDIX D

Report Selection Examples

OPERATOR	FROM	TO	RESULT
EQ (=)	4Ø		SELECTS ONLY RECORDS WITH BLDG NO. EQUAL TO 4Ø.
EQ (=)	4Ø	4Ø	SELECTS ONLY RECORDS WITH BLDG NO. EQUAL TO 4Ø.
LE (<=)		4Ø	SELECTS ALL RECORDS WITH BLDG NO. EQUAL TO TO 4Ø OR LESS.
GE (>=)	4Ø	ZZZZZZZZZZ	SELECTS ALL RECORDS WITH BLDG NO. GREATER THAN OR EQUAL TO 4Ø. (INCLUDING BLDG NUMBERS BEGINNING WITH ALPHA CHAR)
GE (>=)	4Ø	9999999999	SELECTS ALL RECORDS WITH BLDG NO. GREATER THAN OR EQUAL TO 4Ø. (EXCLUDING BLDG NUMBERS BEGINNING WITH AN ALPHA CHAR)
RANGE (>= AND <=)	4Ø	1ØØ	SELECTS ALL RECORDS WITH BLDG NO. GREATER THAN OR EQUAL TO 4Ø AND LESS THAN OR EQUAL TO 1ØØ.

NE (NOT =) THIS FUNCTION IS NOT AVAILABLE

NOTE1: THE EXAMPLES ABOVE ARE SHOWN USING THE BLDG NO. FIELD AS A BASIS FOR RECORD SELECTION. BLDG NO. IS A 1Ø CHAR ALPHANUMERIC FIELD.

NOTE2: MULTIPLE SELECTIONS HAVE AN 'AND' IMPLIED. THIS MEANS A RECORD MUST MEET ALL OF THE CRITERIA SELECTIONS BEFORE IT WILL BE SELECTED FOR THE REPORT.

NOTE3: ALPHANUMERIC FIELD COMPARISON ARE MADE FROM LEFT TO RIGHT, ONE CHARACTER AT A TIME. THE CHART BELOW INDICATES THE COMPARISON SEQUENCE USED WHEN COMPARING ALPHANUMERIC FIELDS:

BLANK SPACE	(LOWEST)
DASH	(-)
NUMERICS	(Ø THRU 9)
ALPHAS	(A THRU Z)

FOR EXAMPLE, THE FOLLOWING BLDG NUMBERS ARE RANKED FROM LOWEST TO HIGHEST:

30
40
40-A
400
4000
401
40A
410
50
500
A
ANNEX
B